

Case study

Canterbury Christ Church University secures stable platform



HP MFP fleet and partner Landscape provide perfect mix of technology and attention to detail

HP Business Partner



Challenge

- Replace ageing, underperforming printer fleet
- Improve fleet performance, service and maintenance levels
- Reduce costs and CO₂ emissions
- Deliver seamless roll-out to tight timetable

Results

- Meticulous planning delivers roll-out in just 13 days
- Fleet pre-configured for instant plug and play on installation
- Stable platform minimises issues for university teams
- Close relationship ensures university capitalises on fleet functionality



“We were very impressed by the combination of a committed, locally-based service provider, which took a real interest in us and our aspirations, backed by the proven expertise and technology of a global manufacturer in HP.”

– Emily Rowley, Project Manager, Canterbury Christ Church University

Canterbury Christ Church University in Kent needed to replace its ageing fleet of printers. It selected HP and its trusted partner Landscape to deliver a powerful combination of world-class technology and great service. Expert project management ensured a seamless deployment and strong performance from the start, with costs, CO₂ emissions and requests for support all reduced.



About Landscape Group

The Hampshire-based Landscape Group holds HP's highest level of business partner accreditation – HP Partner First Platinum – reflecting a close and productive business relationship stretching back more than 20 years. Landscape is the dedicated HP Managed Print Services and Device as a Service specialist division of Xerotec, one of Europe's largest, most successful and fastest growing independent IT Services Specialists. Landscape employs more than 250 staff providing IT Managed Services to a mix of public sector and commercial organisations, generating annual revenues approaching £80 million.

landscape.uk.com

Industry:
Higher Education

Company name:
Canterbury Christ Church University

Location:
Kent, United Kingdom

HP equipment:
MFP fleet

Website:
canterbury.ac.uk

Challenge

Seeking a fresh start

Canterbury Christ Church University in Kent began life in the early 1960s as a small teacher training college with just 70 students. Today the university is a modern, flourishing, multi-campus institution with more than 15,000 students and 1,700 staff.

The university provides a centralised, managed printing service in 35 buildings across three dispersed campuses in Canterbury, Medway and Tunbridge Wells, enabling all students and staff to print, scan and copy paper documents.

Historically, the university had contracted directly with a manufacturer of multifunction printers, through a nationally recognised framework agreement. However, contract managers had become increasingly dissatisfied with the performance and maintenance of the devices, which were approaching end of life and lacking functionality.

Replacement consumables were slow to arrive and were often delivered to the incorrect location. Securing support and resolving issues was becoming increasingly difficult, service standards were unsatisfactory, and the university's small service desk was inundated with requests for assistance.

The university wished to modernise its printer fleet to create a secure platform, take advantage of the latest environmentally-friendly technology, benefit from improved service and maintenance arrangements. It wanted to achieve this within a tight timetable so that busy students and staff could continue their work uninterrupted.

Solution

Powerful combination of technology and service

The university triggered a competitive procurement exercise using the National Education Printer Framework Agreement (NEPA) for printing services to universities, higher and further education institutions.

Contract managers established a detailed set of selection criteria around service levels, price, functionality, commercial viability and sustainability credentials. Emerging from this rigorous process was a strong and ultimately successful joint bid from the Hampshire-based Landscape Group and HP.

Landscape, part of one of Europe's largest, independent IT service specialists, holds HP's highest level of business partner accreditation – HP Partner First Platinum – with a business relationship stretching back more than 20 years.

University Head of IT Service Delivery, Iain McCracken, recalls: "When we assessed our options against our selection criteria, we were very impressed by the combination of a committed, locally-based service provider, backed by the proven expertise and technology of a global manufacturer.

"Overall, they offered the best package of service, technology and value for money. We felt that Landscape and HP would work hard for us and we had real confidence that they would deliver what we needed.

"In addition, Landscape and HP went above and beyond in helping us to transfer our existing Pcounter print management software into the new fleet."

Results

Seamless deployment, strong performance, close relationship

"In the implementation planning stage, Landscape brought a proof of concept multifunction printer (MFP) onsite for us to stress test with some students using the machine," explains Emily Rowley, Project Manager, Canterbury Christ Church University.

"This gave us the confidence that the solution would work in practice the same way it was described to us. The implementation roll-out was very tightly planned, we only had a three-week window to deliver and launch 93 HP MFPs across 35 buildings, taking into account everything else going on including important meetings, events and activities.

"Landscape worked very closely with our team and the roll-out was expertly handled without a hitch, with any issues resolved immediately, in just 13 days. This was because of the detailed preparation that took place beforehand, including pre-configuring of the MFPs offsite, so that when they arrived, they were literally plug and play."

Although the university's new fleet has only been in operation for a few months, contract managers report the HP MFPs cost savings with a 70% reduction in CO₂ emissions and a 66% decrease in electricity costs when compared to the previous fleet.

The platform is stable and requests for assistance are significantly lower, enabling support teams to focus on more valuable tasks. Also, a Landscape engineer has a base at the university and proactively reviews the fleet's performance.

"No news is good news," explains Helen Rudd, IT Service Desk Manager. "Things are generally quiet, which is how we like it because that means the MFPs are working smoothly and consumables are being delivered to the right place, on time. Pcounter looks exactly the same and is operating in the same way and any issues we have are dealt with promptly and efficiently."

With a stable and reliable platform, the university and Landscape are working together to capitalise on the additional functionality available on HP's market-leading MFPs, such as scanning to OneDrive for file sharing and collaborative working.

Says Rudd, "It's early days but Landscape and HP feels like a great combination for us. The HP MFPs are working well, delivering what we need, and we've got a committed service company that really cares about us, it's a very reassuring mix."

Learn more at
hp.com/go/mps

