

# SHARP

Case Study  
Managed Print Services, University of Sheffield



The University of Sheffield wanted to enhance the quality and effectiveness of its document infrastructure whilst reducing the financial and environmental costs of printing /**This is Why** Sharp provides Managed Print Services. Sharp's solution has improved print mobility and is on track to save the University £1 million per annum.

## Case Study: Managed Print Services, University of Sheffield

### University of Sheffield

A member of the Russell Group, the University of Sheffield has a reputation for world-class teaching and research. The University is one of the best regarded in the UK and is consistently ranked in the top 75 worldwide. The University has 27,000 students from 117 countries and was recently voted number one in the *Times Higher Education* Student Experience Survey.



With the University's buildings spread across Sheffield's bustling city centre, the provision of integrated IT services can be a challenge. Conducting an audit of its print infrastructure, the University discovered more than 3,000 printers of various makes and models. The printers required different toner cartridges, print drivers and service regimes, and were not easy to support.

Keen to improve the user experience and reduce the financial and environmental costs of printing, the University introduced *My Sustainable Print*. In partnership with Sharp, the University replaced 3,000 assorted printers with a right-sized fleet of multifunctional printers (MFPs). Sharp manages the print environment for the University, providing attentive on-site support.

University staff can now collect high-quality colour and black-and-white print output from any MFP. The new technology is proving versatile and easy to use. Sharp's solution is expected to save the University more than £1 million per annum, whilst energy consumption will fall by 80%, reducing carbon emissions from 24 to 5 tonnes per annum.

### Sharp's Solution

Sharp managed the implementation for the University, identifying where equipment would be located and liaising with staff to ensure a smooth transition. Between January 2014 and March 2014 Sharp installed 300 identical A4 MFPs and 300 identical A3 MFPs throughout the University. The colour MFPs provide access to high-quality printing, copying and scanning.

Comprehensive training was provided by Sharp and, to allow users time to familiarise themselves with the new technology, the old printers were left in place for a month before they were collected and donated to a local charity. The new equipment is simple to use, with an intuitive touchscreen operating system and a single uniform print driver.

Instead of printing to a specific device, users may now collect work from any Sharp MFP. Sharp's integrated follow-me print application is both accessible and secure. Having authenticated themselves at an MFP with their identity card, staff can release confidential output, use copying facilities and scan hardcopy documents directly to email.

Sharp manages the infrastructure for the University. A dedicated fleet manager and two service technicians employed by Sharp are based at the University. They work with the University's Helpdesk to provide seamless and effective user support. Using Sharp's OneStop service utility to monitor equipment, they are able to diagnose and resolve many issues before they become apparent to users.



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### Customer Benefits

Sharp's solution has transformed the user experience at the University of Sheffield. The new technology is more versatile, more productive and more reliable. Removing desktop printers has released desk space and, rather than being restricted to local devices, all users have access to advanced multifunctional products which print, copy and scan in colour.

University staff can print documents from any location and collect them, at their leisure, from any MFP, increasing mobility. If the nearest printer is already in use, it is not a problem as documents can simply be collected from another MFP. Confidentiality is safeguarded too, with nothing appearing at the printer until released by the originator on collection.

Sharp's managed print service has reduced the administrative and support burden. Meter readings are collected automatically and there is no need to stock expensive printer consumables. And what's more, with Sharp providing multilevel support, the University has been able to release IT resource to more strategic projects.

The savings associated with the project are compelling. My Sustainable Print is expected to save the University of Sheffield £1 million per annum in print costs alone, an astounding sum considering the enhancements to the quality and effectiveness of the print infrastructure. The energy efficient solution will also reduce print related carbon emission by 80%.



### Key facts

- Customer:** University of Sheffield
- Services:** Managed Print Services
- Benefits:**
- Versatile and effective technology
  - Secure follow-you print solution
  - Colour and black-and-white output
  - Simple one-touch scan to email facility
  - Attentive on-site service provision
  - Projected savings of £1 million per annum
  - 80% reduction in carbon emissions



The  
University  
Of  
Sheffield.

# This is Why

[www.sharpbusiness.com](http://www.sharpbusiness.com)

# SHARP

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