

## Wethersfield Public Schools boosts employee morale with services from Canon Solutions America

Administrators, teachers and students benefit from a “total solution” to document management, while the school district saves money.



Wethersfield Public Schools successfully implemented across the District a new solution for the control and management of printing, copying and scanning through a partnership with Canon Business Solutions, now Canon Solutions America.\*

Tim Howes, Director of Human Resources & Financial Operations at Wethersfield Public Schools, stated that working with Canon Solutions America helped him “change the culture of education with a copier.” He had been subject to almost daily complaints from the staff regarding recurring mechanical problems, equipment not performing to specifications and lack of available machines. Realizing the need to find efficiencies in all possible areas so revenue could be directed back into the schools, Mr. Howes decided to begin by first taking a look at how printing and copying was done throughout the District.

When Canon Solutions America approached with an offer to provide an in-depth analysis of the District’s print environment, a relationship was established that would serve the District well in reaching their goals.

The District’s objectives were to refresh their fleet of multifunction devices (MFDs), reduce the number of single-function printers (SFPs), improve accessibility and reduce costs. It was clear a more robust, strategic configuration of output devices (MFDs and SFPs) would need to be developed. The key points in focus were:

- **Accessibility**—Teachers and staff often waited in line to make copies or pick up their print-outs. In one area in particular, there was just one high-capacity machine available. Although it was able to cover the required volume, it wasn’t the best solution. Multiple jobs needed to be produced simultaneously, and were often only a few pages each. By including multiple output devices coupled with Canon Solutions America’s “follow-me” printing technology, jobs could be completed quicker. Designing the environment with the correct number of devices placed in strategic areas resulted in better access, while still reducing the number of output devices from 147 to 65. The District was able to increase from 28 MFDs to 41, yet still reduce overall costs.
- **Cost Savings**—By assessing the usage in each department within each school, a plan was developed to transfer printing from electricity-guzzling individual printers that required expensive upkeep to more efficient multifunction devices. Additionally, cost savings will be achieved through the elimination of excess printing. Employees are required to use an ID badge at the machine in order to retrieve print jobs, which helps eliminate forgotten printouts that would eventually be tossed away.

- **Security**—In the past, sensitive documents had to be printed to desktop printers. With the introduction of increased security measures through the implementation of Canon’s uniFLOW software, users can send these documents to shared machines, since the job will not print until they actually go to the device and “badge in.” By using this tool, there should be no fear of confidential information being left on the printer unattended.
- **Ease of Administration**—In the old environment, the District’s Information Technology (IT) department had to manage the service and support of multiple types of devices. With uniFLOW, detailed reporting became available for all of the devices and users within the District. In addition, the District implemented uniFLOW’s Universal Print Driver, eliminating the need for managing the print drivers of a multitude of output devices. Having all of the machines under one contract, IT now has a single point of contact for service and support. Additionally, Canon Solutions America provides a quarterly review process, which will assist the District in proactively managing their output infrastructure going forward.

Mark Gill, Market Director at Canon Solutions America, said, “One of the things that struck me about the sales process was the involvement of the teachers and the administrators...That was something that was led by the Wethersfield side and it really did work very nicely and certainly is a model, I think, for a lot of school districts.” By including the people who use the machines on a daily basis, the District ensured their ultimate satisfaction. With better access to quality printers, employee morale improved. No more waiting for print jobs or being frustrated by unavailable devices.

As a by-product of the partnership between Wethersfield Public Schools and Canon Solutions America, and due to the technology that has been implemented, the District created the “Eagles Copy Center.” This program provides Special Needs students the opportunity to learn valuable work skills by providing copy and print services for all faculty and staff within the District. Additionally, the District is looking forward to resurrecting their Environmental Club, utilizing the Canon Solutions America software to pinpoint areas where printing can be reduced in order to conserve resources.

## ABOUT WETHERSFIELD PUBLIC SCHOOLS

Serving the oldest town in the state of Connecticut, Wethersfield Public Schools employs nearly 300 teachers and 275 staff members, responsible for approximately 4,000 students across seven schools. The Wethersfield Board of Education has created and adopted a vision for the Wethersfield Public Schools that focuses on three areas of central importance: outcomes and opportunities for students; the overall quality of the school system; and the school system’s relationship with the Wethersfield community. The school system is an active partner with town government and civic organizations in strengthening the quality of life in the community.

*\* On January 1, 2013, Océ North America, Inc. merged into Canon Business Solutions, Inc. to form one of the largest document and imaging business-to-business sales and service organizations in the world. The merged organization is named Canon Solutions America, Inc.*

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