# Helping an outstanding school get even better

> *"The RISOs save time and money and allow teachers to just get on with being great teachers."*

**David Morris, IT Manager**

## The Client

Southend High School for Boys is a grammar school that challenges pupils to achieve. It's officially an outstanding school where just over 1,000 children, aged between 11 and 18 enjoy an education that sees talent nurtured and learning valued.

Achievement and effectiveness throughout are exceptionally-high priorities and it shows in the Ofsted reports that say the setting is Outstanding in every department.

## The Challenge

The school has more than 130 staff and between them they had 98 printing devices on the network. A dedicated member of the ICT team spent a lot of time running round the site with packs of paper filling up printers.

Large copiers were old, slow and problematic, and a large stock of cartridges took up a lot of space. Most importantly, there was little control of print volumes, costs, or routing. Budget control was an issue.

And when printers went wrong, it took two or three attempts to find a solution, an issue which also had an impact on best use of time.

It was essential to find a more cost-effective and time-efficient solution.

## The Solution

The school has been able to introduce eight RISO printers to the setting. There are still around 20 smaller devices around the departments, for localised printing, and routing has been implemented, meaning that larger jobs get pushed to the RISO; which is ideal for their current print volume of 3.5 million items a year.

## The Customer Benefits

Staff at the school were able to use a RISO printer on a trial basis and were disappointed when they saw it go back - they knew that it was going to be a valued asset to the setting.

Previously, cartridges were stored to be used as and when needed - that's not the case now. Space is saved and money spent on items not being used can be better utilised elsewhere.

In addition, about one day a week in time is being saved. This is because staff aren't spending time trying to fix printers, because the RISOs are extremely robust and reliable, or restock ink, as using the integrated Remote Agent automated monitoring function removes the headache of having to check and re-order ink.

"The whole process is streamlined, and we don't have to spend time ordering and waiting for cartridges to arrive. It's done automatically for us using the Remote Agent software," says IT Manager David Morris. "We also save money by not having stock such as toner cartridges, sitting on shelves doing nothing."

"And the RISOs are very rarely offline, their uptime is about 99%, which means they can be relied upon at any moment, which is critical in a teaching environment," adds David.

Now that the school has its fleet of RISOs, staff have the real benefit of being able to view usage at the touch of a button using PaperCut print management software. Budgets can be monitored and, therefore, costs better controlled.

"We're printing just as much as before but now we can break things down and give people accountability," continues David.

Not only that, staff at the school, which prides itself on its eco credentials, know how much $CO_2$ has been used in their printing or how much paper has been used, which can add to their environmental accountability.
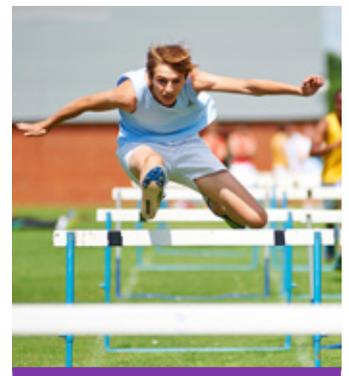
Also the RISO ComColors use 80% less energy than conventional toner machines and release no harmful emissions, both of which were important factors in supporting the green credentials of the school.

Teachers now have more time for other things because of faster, more efficient machines that deliver resources they can really use for their teaching.

As IT manager David Morris says, "the RISOs save time and money and allow teachers to just get on with being great teachers.

David adds: "RISO people are great to deal with. The right people you need are contactable and they pay attention to us as users."

Southend High School for Boys is, officially, an outstanding school. The best practice that it demonstrates can be replicated by other schools who want to move their print process and solutions to the next level.