



Any solution that can help save staff time is a worthy investment

Executive Summary

Name
River Bank Primary School

Location
Luton

Challenge
**Finding the right equipment
that would help day to day**

Introduction

Part of Active Education Academy Trust, River Bank Primary School is a welcoming, inclusive, family school with culture centred on the Olympic and Paralympic values.

Each child is encouraged to succeed in learning, and make a meaningful contribution to the world.

The challenge

We were coming to the end of our printer lease, and starting to carry out our Tender process. As part of this, we asked staff what they didn't like about the machines we had, what they'd like to see in any new equipment, and in particular what would help them day to day.

While the main points were the speed of the machine and its usability, reliability was also a major factor for us. Our old toner devices required frequent technical callouts, often leaving machines out of service for weeks while waiting for parts (over a month in one case!). In a school environment where printing is essential throughout the day, these disruptions caused big issues.

These challenges prompted us to reach out to RISO, as they're known for high-speed, user-friendly, and reliable printing.

The solution

We decided to go with RISO because their offer was very competitive – in fact, they were cheaper than our supplier at the time.

The solution RISO recommended not only met all the criteria set out by the tender, but (most importantly) exceeded the expectations of staff.

The RISO team was impressive throughout

the tender process. All our questions were answered quickly, which helped us make informed decisions. They connected us with local schools using their machines, so we could hear first-hand from other users, which gave us valuable insights.

Demos were arranged to give staff a hands-on experience of the recommended machines, and we could see their opinions and reactions.

Account managers were also very happy to supply multiple quotes with a range of

different options (including refurbished/brand-new machine combinations).

Again, this helped the school match a solution with our budget and requirements.

We now have a print solution of 4 new FT5230 and 2 refurbished FW5230 models.

The benefits

Speed:

With all school printing now running at 120 ppm, staff spend less time printing. We've improved staff well-being, allowing work to be completed faster, supporting a better work-life balance, and freeing up more time for education. Quicker machines also make teacher Planning, Preparation, and Assessment (PPA) time on Fridays more effective, as less time is spent at the printer, or waiting for one to be free.

Training:

The training provided by RISO helped all staff have a good understanding of how to use the printers. And when we have new staff, then RISO comes in free of charge to train them too!

Reliability:

All the printers are working very well and when there is an issue (which is rare), it's fixed very quickly. 9/10 issues have been solved on the first visit. All of this helps

to make sure that our printers are fully functioning, and the school's printing can run without issues.

It's worth noting that the same engineer normally attends too. This feels more personal, the staff like it, and it means that the engineer attending knows about our site. RISO staff are great at explaining any issues, and suggest tips on how to avoid them in the future.

Sustainability:

As a school we do all we can to ensure the future of the planet for our children, so we're delighted that our RISO printers have an extremely low energy usage. This benefits not only us but also the wider environment.

The conclusion

I recommend RISO to any school looking to replace their current devices. RISO printers offer very good reliability, and beat all other options in terms of speed. Time is important in education, and any solution that can help save staff time is a worthy investment. RISO devices are cheap to run, easy to use, and the speed is a major benefit. Staff can print subject resources for an entire year in just a few minutes. The RISO team is highly knowledgeable and helpful. Their printers are reliable, incredibly fast, and time-saving. They're also cost-effective and easy to use, making them a favourite among staff.

Attributed to: Kieran Kitchener, Network Manager

All the printers are working very well and rarely when there is an issue it is fixed quickly, and 9/10 issues have been solved on the first visit. All of this helps to ensure that all our printers are fully functioning thus ensuring that the schools printing runs without issue.



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