

Case Study

education

Budget-Strapped School District Implements Ricoh Managed Document Services Without Increasing Costs

Other school districts are catching wind of how this district has adopted a fully integrated document management solution—despite its budgetary issues. They are looking to this district to light the way to similar improvements in their districts.

ABOUT THE CUSTOMER

A school district, located in Southern California's Los Angeles basin, was founded in 1907 and educates close to 10,000 pre-kindergarten through 12th grade students in the community. District leaders manage seven elementary schools, three middle schools and a charter high school that offers a rigorous college preparatory program. Facing shrunken budgets, escalating costs, increased regulatory requirements and an overburdened printing fleet, the district turned to Ricoh to resolve its growing list of challenges.

CHALLENGE

In recent years, the district had undergone significant changes due to budget pressures. First, there was a major staff reduction and most of the teachers who were eliminated were less tenured—the very types of teachers who could relate to the increasingly tech savvy student population. Like many schools across the country, this exodus left a big technological generation gap for the district.

Second, the district had closed its manned copy center due to budget cuts and staff retirements. While it looked good on paper initially, this move shifted the burden of printing onto the district's fleet of 500 printers and 50 MFPs scattered throughout its 16 buildings, resulting in the equipment becoming overburdened, frequently breaking down and escalating vending costs.

The California Dream Act, which became state law in 2011, also put pressure on the district to provide transcripts as proof of enrollment for undocumented students seeking financial aid within four days of request. These records were not yet fully digitized, making the process of quickly meeting these requests a huge productivity and financial drain. In addition, boxes of paper documents kept mounting throughout the district. The director

CHALLENGE

- Diminished budgets
- Unreliable printers and breakdowns
- Mounting paper documents
- Lack of a streamlined document management process

SOLUTION

- Managed Document Services
- Production center management
- Equitrac® print management
- TRAC Solution® — Job Submission, Fileroom Management and Asset Management
- Backfile/Day-Forward scanning

RESULTS

- Cost-neutral Managed Document Services
- Cost savings applied to scanning services
- Buy-in from faculty and staff
- Model for improvement at other school districts

Case Study

of purchasing had long been looking for a way to track and control this document influx. At the same time, the district's director of technology had been exploring ways to connect all the schools in the district and develop a cohesive system and workflow for document imaging and copying.

Everything came to a head when the director of purchasing was preparing for one of her bi-monthly school board meetings. Frustrated by the inefficiency she experienced preparing her mass presentation of color and collated documents, she turned to longtime hardware partner Ricoh to learn what could be done to resolve the district's many challenges.

SOLUTION

Ricoh began by conducting an analysis with the school district's director of purchasing, director of technology and superintendent. On a white board, they outlined how the district operated today, the challenges it was facing, what they knew and didn't know, and what the future end state should be. This migrated into a very detailed flow chart that the team created and sparked initial thoughts about taking this new vision to the school board.

The team produced a second follow-up document, laying out the strategies, processes and implementation steps to realize the new vision. It included a timeline and markers to see and track progress. The document also recognized that the district would be a full partner with Ricoh to see the vision through to its fruition, with all key players involved at every stage. The new vision also tied well to the plans the director of technology had to implement a cutting-edge technology platform to distinguish the district as a leader and innovator.

Part of the process involved Ricoh working with school officials to conduct a document analysis at three of the district's school sites. Ricoh representatives walked the campus, observed how the printers were being used and then conducted focused interviews and surveys with teachers and staff to understand how to implement change management and create ambassadors among them.

Next, the vision needed to be approved by the school board. Aware that the vision could be met with approval but cost would still be an issue, the team devised a strategy to implement everything that was needed without the district incurring additional cost. So pleased with this outcome, the director of purchasing and director of technology presented the vision to the school board along with a plan to implement Ricoh Managed Document Services. Impressed with the thoroughness of the vision and the cost-neutral proposal, the board overwhelmingly agreed to move forward.

The contract established a total document management solution that provided tight processes for asset management, managed print services, production center management, day-forward and backfile scanning. It also called for a fully integrated scanning solution for student and human resources, and a customized workflow solution for key



Case Study

departments such as accounts payable and accounts receivable. Online print job submissions through Ricoh's TRAC Solution® provides instant quotes and authorization to the district's production center. In addition, Equitrac® print management and cost recovery software provides behavioral management tools to help the district track usage. Centralized administration tools for fleet and online supply and service management were also implemented.

Another important capability for the director of technology was the ability to add a "Google button." The district had previously standardized on Google Docs™ as its document repository. This customized button allows users to upload and print directly from shared drives, which assists teachers who want to exchange and repurpose educational materials.

The district was able to initiate the contract with Ricoh by piggybacking on its Western States Contracting Alliance (WSCA) contract. WSCA recently added services to its parameters, allowing the district to avoid issuing an RFP. Since the district already knew that Ricoh was uniquely equipped to provide everything they wanted—without adding cost—it felt the RFP process would cause unnecessary delays and complexity.

RESULTS

The entire process from analysis to board approval was completed in the span of nine months. Now, the district has a fully integrated document management solution that allows it to leverage the district's forward-thinking technology plan. Operational processes and management tools have been put in place to drive the district's document management strategy and realize its investment.

In terms of print-related costs, school officials and Ricoh were able to reduce the district's overall spend by five percent, which gives the district the ability to fund all the backfile scanning needed to accommodate its internal paper backlog as well as meet the quick-turnaround criteria of the California Dream Act. Ricoh is now in the process of backfile scanning for the district. In just one day, the district was able to successfully upload 76 human resources inactive personnel files into its system. In the next 18 months, Ricoh will work with the district to scan more than 2,000 boxes of back files for the district.

By implementing behavioral management tools, the district stands to gain additional savings by modifying the printing habits of its users. While the district wanted every classroom to have its own printer from a safety perspective, it also wanted the ability to monitor and enforce print policies when necessary. With Ricoh's help, behavior management software was added district-wide and it was determined that by shifting 10 sheets per day to the staff MFP, the district could save the equivalent of one full-time teacher's salary per year.

The team's efforts to manage organizational change by interviewing and surveying teachers and staff during the process also paid off. It led to improved overall satisfaction levels for the new technology and Ricoh-led services among faculty and staff.

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