

Transforming Enterprise Printing

Rialto USD reduces cost, improves print services and boosts sustainability.



Data-driven analysis builds the foundation for optimized print services.



“If you want a printer or copier, there are a lot of companies that sell that kind of equipment. But if you want to save money, increase efficiency and improve service throughout an entire school district, you need a proven partner like Xerox.”

– Dr. Joseph Davis
Retired Deputy Superintendent
of Business Services
Rialto Unified School District

Background

The Rialto Unified School District serves one of the fastest-growing areas in the United States. Located 60 miles west of Los Angeles in San Bernadino County, the public K – 12 school system has about 30,000 students, 30 educational and administrative sites, and 3,800 staff members. The annual budget is approximately \$200 million.

The Challenge

A few years ago, Rialto’s leaders began to look for new ways to reduce costs and operate more efficiently. Given the challenging state of the economy and persistent funding cutbacks, it was essential to find innovative ways to economize without impairing the district’s educational mission. That’s why they decided to follow the lead of private industry and take a close look at their approach to enterprise printing.

Like many organizations, Rialto faced a number of challenges in terms of managing printing in its schools and office network. Over the years, the district had amassed a hard-to-manage collection of printers, copiers, fax machines and scanners with very different requirements for service and supplies. The district also had multiple service contracts, since the equipment came from different manufacturers and suppliers.

In the classroom, many of the devices malfunctioned, and that interfered with educational activities. In addition, district leaders were concerned that their total printing costs for printers, consumables and support were excessive and nearly impossible to control.

“We wanted to increase service, improve efficiency and reduce costs,” said Dr. Joseph Davis, retired Deputy Superintendent of Business Services, for Rialto USD. To help them address these issues, they developed a strategic partnership with our enterprise printing experts.

The Solution

We worked closely with Dr. Davis and other district leaders to produce a detailed analysis of their printing infrastructure and assess the district's complex printing needs.

After carefully examining each school and administrative facility, we compiled a rich source of information on every aspect of the district's printing investment, including equipment, service, supplies and power utilization. We then used objective data analytics to highlight inefficiencies and anomalies and identify correctable problems and trends.

This intensive data collection and fact-based analysis revealed the following:

- The district operated 600 more printers than its records showed.
- Color printing was excessive in many of the classrooms, resulting in a high cost per page.
- Many staff members relied on faxing instead of scanning and emailing, which increased costs and used excessive amounts of paper.
- The district relied on time-consuming manual job submission processes for the centralized print shop, which resulted in slow turnaround times.
- Many of the district's 2,200 printers were inefficient and out of date.
- In general, the printing infrastructure was not optimized for the district's evolving needs.

To improve the efficiency of this infrastructure, we collaborated with the district on the development of a multi-year enterprise printing plan that included these key components:

- Replacement of 2,200 outdated printers with 1,450 Xerox® Phaser® Energy Star printers

- Xerox Enterprise Print Services to proactively monitor devices to identify potential service issues, alert staff when supplies were running low and maintain a database of authorized print assets
- Rules-based Enterprise Print Governance to give school administrators the ability to set a print budget and the tools to achieve it. In addition, it helps teachers, students and staff make smart, cost-effective printing decisions
- Full-time, on-site, DocuCare-trained staff to help maintain equipment, replace supplies and provide end-user training
- Web portal and detailed reporting system to provide nearly real-time information on the operation of every networked document device in the district's environment
- Electronic job submission workflow for the centralized print shop
- An on-site Associate to deliver jobs from the print shop. (The print shop—which is managed by the district—uses advanced Xerox® print production equipment.)

In addition, we provided comprehensive, single-source management services for the district's printing infrastructure, including all of the legacy devices from other manufacturers or suppliers.

Throughout each phase of the project, we joined forces with Dr. Davis' team and the district's IT department to ensure a smooth transition, implementation and start-up.

The Results

Once all of the components of the optimization plan were in place, the client realized a number of important benefits.

Measurable savings. By rationalizing its infrastructure, implementing energy efficient equipment, reducing unnecessary color printing, and adopting a cost-effective approach to Enterprise Print Governance, the district saved \$350,000 per year.

Simplified management of a hard-to-manage infrastructure. By providing accurate, up-to-date data and a single reliable source for equipment, service and supplies, we helped district leaders get total control of their printing budget for the first time. As a result, they were able to sharpen their focus on their core educational mission.

Better service to teachers, students and staff. Thanks to the increased uptime of classroom printers, teachers had more time to devote to educational activities. Staff members also benefited from superior document services, thanks to our advanced multifunction systems.

Faster turnaround on print center jobs. By combining a digital job submission system with on-site delivery services, we expedited the fulfillment of print center jobs for teachers, students and staff.

A more sustainable solution. Our state-of-the-art printing technology dramatically improved energy efficiency throughout the district's facilities. The district also lowered its impact on the environment by increasing the use of duplex (two-sided) printing, scan-to-email, and digital documents—all of which conserve paper and energy consumption.

A commitment to continuous improvement. By utilizing data-driven insights from regular account reviews and annual re-assessments, the district will be able to reduce costs and improve the efficiency of its approach to enterprise printing year after year.

Reinvesting savings for additional improvements.

“If you want to increase service and efficiency and reduce costs, you need a partner like Xerox,” said Dr. Davis. “It proactively came up with detailed analysis and pragmatic solutions for every problem I had. Xerox helped us achieve our goals.”

The Future

Once the optimization plan was fully implemented, we looked at other ways to help the district improve its approach to document management. One obvious opportunity related to student records.

Like many school systems, the district stored old records in filing cabinets. It was costly and time-consuming to find and access these physical documents. And the filing cabinets took up valuable real estate that could be better used for other purposes.

We analyzed the situation and found that we could fund an efficient on-site project to convert paper documents into digital records by combining some of the savings from our optimization plan with the district’s current outsourcing budget for digital conversion.

This project—handled on a part-time basis by the print shop courier—is now in its early stages. When completed, it will bring the district into the age of digital records management and provide a number of concrete benefits, including cost savings and improvements in the speed and quality of service.

Case Study Snapshot

The Challenge

- Inefficient, outdated printing infrastructure
- Excessive printing costs
- Multiple service and maintenance contracts
- Device reliability interfered with teaching
- Underutilization of print center
- No detailed reports or control of enterprise printing

The Solution

- Replacement of 2,200 outdated printers with 1,450 Xerox® Phaser® Energy Star duplex printers
- Simple rules-based approach to Enterprise Print Governance
- Xerox Enterprise Print Services to automate management of printing equipment, service and supplies
- On-site DocuCare-trained Associate providing proactive maintenance and support using automated alerts
- Digital job submission system and courier for the print shop

The Results

- Printing infrastructure reduced by 35%
- \$350,000 in total annual savings
- Simplified management and control of printing across district
- Improved print monitoring, reporting and cost control
- Improved quality of document services and technology
- IT department relieved of burden of managing more than 2,000 printers
- Reduced environmental impact: less energy use, reduced consumables, less printing waste
- Faster turnaround on print center jobs

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