

The University of Notre Dame Australia partners with Konica Minolta to build a sustainable printing partnership for the future



CHALLENGE

- Existing print devices were old and replacement parts were hard to obtain.
- Issues with existing print services were one of the highest complaints from students and staff.
- The University IT staff had to manage and fix the existing devices.
- There was no clear overarching IT strategy for the management of essential services like printing.
- Legacy software did not allow for modern contemporary print analytics and insights.



SOLUTION

- Engagement of Konica Minolta for a multi-year fully managed print service.
- Deployment of over 120 new multifunction devices across all campuses and schools in WA, NSW, and Victoria.
- Implementation of YSoft SafeQ, for pull-printing, security, usability, printing reports, analytics, and insights.



CUSTOMER BENEFITS

- A fully managed service focused on building a sustainable strategy and partnership.
- Quality software and devices with the same level of support across all campuses and schools.
- Easy-to-use printing software for students and staff.
- Contemporary analytics and insights into student and staff print behaviours.



Industry: Higher education
Location: Campuses are based at Fremantle, Broome, and Sydney, with a number of clinical schools throughout New South Wales and Victoria

The University of Notre Dame Australia is a private Catholic University with campuses and clinical schools across Australia, in Fremantle, Broome, Sydney, and throughout New South Wales and Victoria. Notre Dame has more than 12,000 students, and a powerful commitment to honouring the individual and recognising each person's unique talents.

With a comprehensive range of undergraduate and postgraduate programs, Notre Dame's mission is to sustain and enhance high-quality teaching and learning across the institution through services, programs, and resources that engage staff and students in academic growth.



Challenge

The University of Notre Dame Australia had been using multiple enterprise printing solutions for many years, and had not reviewed its solutions in a long time. The print devices were ageing, with some printers almost 10 years old, and parts for these were becoming harder to get. Often, printers would be out of service, with printing services receiving the highest level of complaints from students and staff.

The University sought a service provider that would contribute to a valuable partnership, as well as provide quality hardware, software and expertise. It also needed to ensure the new solution could support a secure printing environment, while providing the university with the analytics and insights on printing quantities and behaviours that would improve their environmental impact.

Darryl Kefford, Chief Information Officer, The University of Notre Dame Australia, said, “Notre Dame didn’t really have a clear strategy for the management of essential technology services. Print services are considered an essential service, so this area was prioritised during the IT overhaul and transition to managed services. Due to the University’s geographical disparity, we needed a partnership that would focus on building a managed service relationship with trusted expertise and quality software.”



The solution

The University of Notre Dame Australia chose Konica Minolta due to its commitment to building a long-standing partnership and its network of support that could cater to all campuses and schools across Australia, as well as the quality of Konica Minolta’s devices.

Konica Minolta worked with the University to decide on the final devices and software, with more than 120 devices provided across all campuses and schools throughout WA, NSW and Victoria. Implementation occurred over two phases: firstly, all student-facing devices; and secondly, administration and staff devices.

YSoft SafeQ software provided security features such as multifactor authentication, either using an ID card and pin code or university login and pin code. It also provided reports on printing behaviours for insights and decisions around future printing strategies.



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CHIEF INFORMATION OFFICER,
THE UNIVERSITY OF NOTRE DAME AUSTRALIA



Customer benefits

Previously, printing devices cost the University additional time and resources, mostly to fix devices. The new Konica Minolta printers are delivering on speed and reliability, and have consistent uptime. Konica Minolta, as the University's managed service provider, is on call for any device issues or printing support needed by the university. This means IT staff have more time to address other concerns, and more resources for driving productivity and innovation in other areas.

Prior to COVID-19, the university saw a 35 per cent reduction in IT service tickets from students after the phase one rollout was complete. With staff still working from home, the University had a clear opportunity to implement phase two: setting up new printers for staff and

providing training on the new devices, allowing for a seamless transition for staff upon their return to campus.

Although campuses are only just starting to fully resume onsite activities, the printing reports have already delivered interesting insights, such as print behaviours and further cost-saving opportunities. The University of Notre Dame Australia is also looking to use the reports to drive improvements in its green rating and help reduce its environmental impact.

Darryl Kefford said, "Notre Dame has had really positive feedback on the new devices, particularly regarding the ease-of-use interface and the online portal students and staff can use to upload and view their printing queue. The new printers

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have also reduced costs associated with support and maintenance".

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