

# HOLY CROSS COLLEGE SIMPLIFIES PRINT MANAGEMENT AND BOOSTS RELIABILITY WITH KONICA MINOLTA AUSTRALIA



## CHALLENGE

- Ageing, inconsistent printer fleet leading to frequent downtime
- Disjointed contracts increasing admin burden
- Need for reliable, low-touch printing to support teaching continuity
- Desire to align print environment with Catholic Education Western Australia (CEWA) direction of centralised infrastructure.



## SOLUTION

- Comprehensive onsite print audit
- Simplified fleet with Konica Minolta devices
- One contract to manage all devices.



## CUSTOMER BENEFITS

- Improved device reliability and reduced downtime
- Streamlined toner and consumable management
- Simplified user experience for staff and students
- Reduced IT administration load and fast service support.



Holy Cross College is a contemporary Catholic school located in Ellenbrook, Western Australia. It provides future-focused education for students from pre-kindergarten to year 12. The college was established

in 2010 and forms part of the Catholic Education Western Australia (CEWA) network, serving a growing community in the Swan Valley region.

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**BEN JOHNSON,  
ICT MANAGER, HOLY CROSS COLLEGE**



## CHALLENGE

Holy Cross College supports approximately 1,700 users and more than 2,000 connected devices across its campus. It's technology strategy prioritises reliability, efficiency, and minimal disruption to teaching and learning.

The college's print environment had become difficult to manage, with a mixture of ageing devices on different contract timelines, which complicated fleet renewal, budgeting, and management. Any printer downtime would cause significant disruption to classes as teachers and students searched for functioning devices.

Ben Johnson, ICT manager, Holy Cross College, said, “We had printers that were up to seven years old, all on different contracts and with varying levels of performance. We wanted technology that would disappear into the background that just worked.”

The college's existing print hardware needed to be upgraded to match the growth and demand of its students, teachers, and staff. It sought a partner who could deliver a stable, centralised print solution that could integrate with the IT ecosystem and reduce the admin burden on its small, three-person IT team.

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## THE SOLUTION

Holy Cross College reviewed proposals from several providers selecting Konica Minolta Australia for its proven expertise in education environments, alignment with CEWA's print infrastructure, its commitment to delivering a fully managed, low-maintenance solution, and its willingness to go the extra mile to audit the old print system.

The college worked closely with Konica Minolta Australia to conduct a comprehensive print audit that assessed all existing devices, usage patterns, and placement efficiency. The audit revealed a fragmented fleet with multiple models and toner types, creating unnecessary complexity and cost.

Konica Minolta Australia collaborated with the college to design a standardised fleet of Konica Minolta multifunction devices. This approach simplified toner management, improved performance consistency, and introduced automated consumables ordering through Konica Minolta's CS Remote Care connectivity.

Installation was scheduled for the first week of the school holidays to minimise disruption. All printers were deployed and operational across the campus within half a day, followed by two weeks of internal configuration and device testing before students and staff returned.

Ben Johnson said, "The install was seamless, the devices were up and running within half a day, and our staff and students have noticed the difference immediately. The technicians didn't need any hand holding, they just got on with it."

The new fleet was also integrated with CEWA's centralised PaperCut environment, facilitating unified management, and SmartRider swipe authentication. This let Holy Cross College retire redundant servers, improve data privacy, and future-proof its print infrastructure.





## CUSTOMER BENEFITS

Holy Cross College now operates a single, streamlined print environment that has significantly reduced downtime and administrative overhead. The IT department has simplified its consumables management and eliminated recurring service issues by consolidating to only four device models under one contract with Konica Minolta Australia.

Ben Johnson said, "The feedback from staff has been fantastic. Printing is faster, more reliable, and everything just works. We've had no service calls so far, which speaks volumes. Teachers can print what they need without worrying about which machine will work."

The integration to a centralised print infrastructure has also delivered stronger alignment with central IT support while

giving the college greater oversight and control of its print operations. The installation's success has positioned the college for continued growth, with plans to add additional printers as new facilities come online.

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