



## CASE STUDY:

Education trust uses Ricoh to make production of teaching material fast, efficient and less resource costly



The Turner Schools Trust in south east England has deployed a Ricoh production print and web to print solution to cut the time taken to produce teaching material by up to 50%, streamline and speed up job processing and remove the need to employ additional staff.



## COMPANY & CHALLENGE

Turner Schools is a multi-academy Trust in south east England comprising Folkestone Academy, Folkestone Primary, Martello Primary, Morehall Primary and the Turner Free School. The Trust's vision is to be a family of schools that transforms children's futures, empowers families and strengthens communities. It is committed to putting children first, to work collaboratively, and to achieve the best outcomes for pupils.

In its bid to continually improve learning and teaching for pupils and staff, the Trust has partnered with Ricoh and invested in its print and reprographics facilities to produce high quality, value for money learning support material. For instance, the Trust saved 90% of the cost of printing specialised reading aids to help children with visual stress improve learning. The Trust has once again called on its partnership with Ricoh to deliver further improvements for the Trust.



A central print room acts as a single resource for all the schools in the Trust and demand for services is high. During a typical month there can be as many as 1,300 print jobs from an A4 sheet of stickers to 300 copies of a 200-page booklet. Each time a job was needed, details were emailed to the print room.

But processing jobs was too slow and complex. Job setup, pricing and communication was done manually by print staff. On completion, costs had to be allocated to the right school and department and a job-ready email was sent to the individual who requested the job. Each job was taking around 40 clicks to process. Often there were as many as 16 separate orders in one email from a teacher needing support material for lessons in the forthcoming week. At the start of a new term, there could be a backlog of over 200 jobs.

Because of its strong partnership with Ricoh – established in 2007 when the Trust was an early user of Ricoh's Pro™ C900 flagship production press – the Trust chose to work with Ricoh to improve print job administration and processing.

## SOLUTION

As part of its Ricoh solution, the Turner Schools Trust has upgraded its product print equipment and deployed a MarketDirect StoreFront (MDSF) web to print and e-commerce application hosted in the cloud. MDSF has been used to build a Trust-branded ecommerce portal through which staff across the Trust's five schools can order print work online.

To ensure best setup, and with Ricoh's guidance, the Trust formed a user group which included teachers from each school. The user group developed the portal based on teaching staff preferences. For example, teachers chose the type and order of the job category which included worksheets, assessments and exams, stickers, certificates, leaflets and posters. Once created, the portal was tested by teachers and an introduction video was produced by Ricoh to guide staff.

Every staff member has a personal account on the portal.

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Nigel Arnold, Reprographics Manager



A simple workflow guides users through the steps needed to order print. There are options to upload a self-created file, select an existing template or use a pre-set, customisable document. During the workflow, which comprises selecting category, uploading content, and choosing colour or mono, paper type and quantity, pricing is automatically applied. Then the job is submitted for production. When finished the requester gets an alert and costs are allocated to the relevant school so that budgets are managed and controlled accurately. A personal job history means users simply click on a previous job for reprints.

The upgraded production print technology now includes three Ricoh colour and mono digital presses and a range of finishing and booklet-making equipment. Part of the partnership with Ricoh includes regular updates and consultancy from Ricoh print experts as well as preventative maintenance support for the Ricoh production print technology.

## BENEFITS

The Ricoh solution is transforming how the Trust produces learning support materials. It provides a quick, simple and convenient way for staff to create the resources they need to improve and enhance learning in the classroom.

Nigel Arnold, the Trust’s Reprographics Manager, says, “The Ricoh solution has totally changed how the print room operates. It has streamlined and automated workflow and job processes from ordering all the way through to collection. Teachers are getting a better product and we’re using print resources in a more sustainable way. It has made life a lot simpler and easier for everyone at the Trust.”

For teachers, the experience of ordering print work is simpler and faster. The portal allows them to view jobs online before production and provides more information, so they have better insight into using print resources more effectively and sustainably.

Helpful notes against paper types and best practice enable teachers to make better print choices. For example, teachers often ask for laminated items, but these cannot be recycled. Now they can select card instead of laminated paper which costs less, survives in a busy classroom, and can be recycled.

For painting activities, teachers can select card which accepts watercolour paint instead of expensive watercolour paper. Because job processing is automated, delays and backlogs have been minimised, so jobs are completed faster. A traffic light system shows the print room which jobs are urgent.

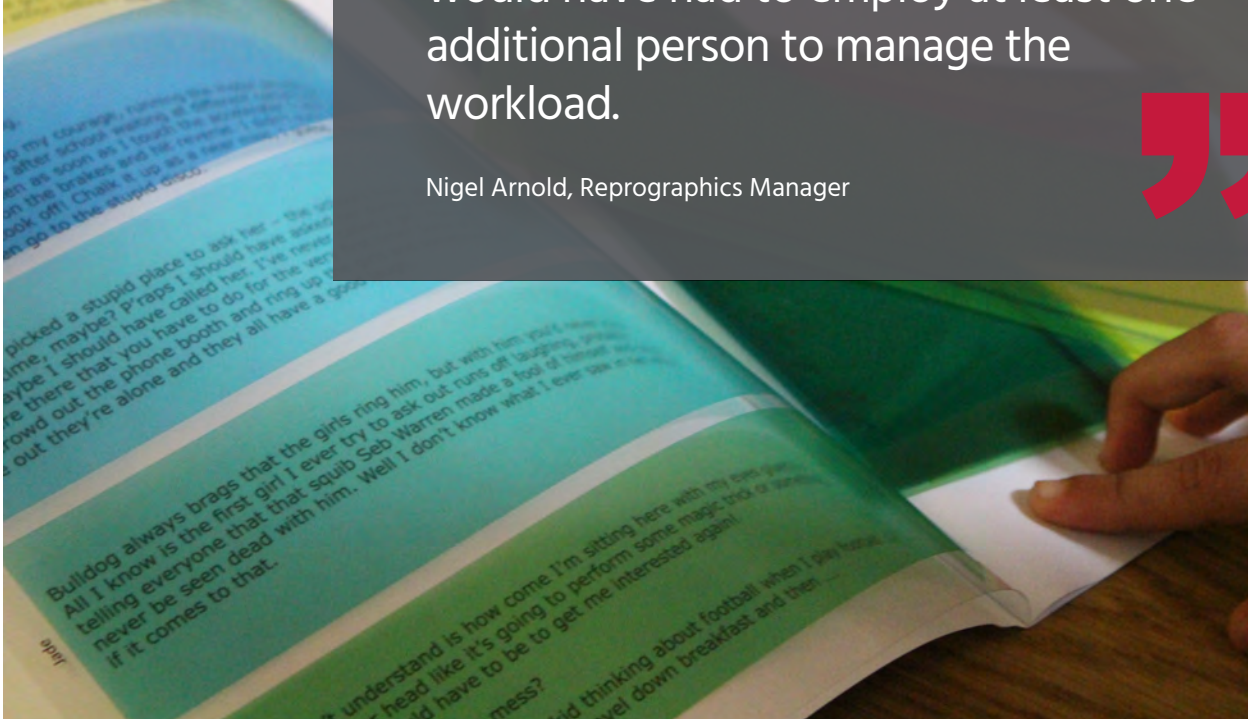
The scope for higher quality print work has increased.





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Nigel Arnold, Reprographics Manager



Intelligent templates allow teachers to customise documents to individual pupils or subjects. For example, stickers or award certificates that look like professionally designed print work can be produced with the names of individual pupils on them. Producing items like these that used to take a week are now done in hours.

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What used to be manual is now automatic because job settings are pre-built in MDSF when a job is ordered. Nigel Arnold simply schedules the job on the relevant Ricoh press. He says, “With the Ricoh MDSF solution I can process print jobs so much quicker. It has meant a huge improvement in productivity, and I’ve even managed to reduce the long hours and weekend work I was doing before.”

The MDSF solution is critical for workload management since Nigel Arnold expects the number and size of jobs to increase significantly when the new Year 11 and Sixth Form pupils come on board and need to sit mock exams. He explained that exam papers for just one secondary school require 50,000 A3 sheets in a week. In the nine months since going live MDSF has processed over 5,000 jobs.

The Trust is starting to see that fleet print use is decreasing, as staff start using the more efficient and cost-effective print room. The MDSF platform has enabled the print room to support local schools outside of the Trust.

# EXECUTIVE SUMMARY

## Customer Profile

- **Name:** Turner Schools
- **Location:** South east England
- **Size:** 2,500 pupils, 350 staff
- **Activity:** Education

## Challenges

- Slow, manual process for managing print jobs
- Print room overworked and under resourced
- Huge workloads during peak times

## Solution

- Web to print e-commerce

## Benefits

- Makes it fast, easy and simple to produce teaching material
- Streamlines and automates printing operations
- Processes print jobs up to 50% faster
- Removes the need to employ extra staff
- High quality item production cut from a week to hours
- Eliminated huge workload and reduces demand on print operations
- Helps teachers make better and informed print choices



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*Nigel Arnold, Reprographics  
Manager*



## ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services that enable individuals to work smarter from anywhere.

With cultivated knowledge and organizational capabilities nurtured over its 85-year history, Ricoh is a leading provider of digital services, information management, and print and imaging solutions designed to support digital transformation and optimise business performance.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2022, Ricoh Group had worldwide sales of 1,758 billion yen (approx. 14.5 billion USD).

For further information, please visit [www.ricoh-europe.com](http://www.ricoh-europe.com)