

TOSHIBA

SUCCESS STORY

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Customer: Academy of Mary Immaculate
Country: AUS
Industry: Education



**TOGETHER
INFORMATION**

Established in 1857 and situated opposite Melbourne's Royal Exhibition Buildings, the Academy of Mary Immaculate is Victoria's oldest girls' secondary college and upholds the spiritual tradition of the Sisters of Mercy. The Academy is considered a unique city school for girls with around 630 (Y7-12) students enrolled. It endeavours to continually enhance opportunities for students within a 21st century learning environment, taking on the challenges of the rapidly moving world of technology.

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CHALLENGE:

Empower individuals; meet the needs of the college community

With an ageing fleet of multi-functional devices (MFDs), downtime was affecting teachers, students and general administration staff. Time spent at the old devices was unproductive and the school's laptop program meant there was an urgent need to find a more efficient, cost-effective and convenient way to communicate, store and archive information.

Academy of Mary Immaculate Business Manager Lyn McGuinness asked the school's IT department to find a solution. "As our tech team manages network issues and the multi-function devices, it made sense for them to find and present a solution," says McGuinness. "We agreed that printing documents was no longer the main activity as communication and information sharing is now much more than that. We were aware of innovations in document management and knew that we needed a system that was easy to manage and use across the school."

Revolution not evolution

The Academy community had experience with print, copy and scan management software so could already technically monitor printing, however the existing system was unwieldy and allowed unwanted print jobs to go to print, allowing unnecessary wastage. McGuinness says, "We essentially had a slow evolution towards paper reduction, but we were seeking a revolution."

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- Lyn McGuinness, Business Manager

SOLUTION:

Digitising paper documents with Toshiba e-BRIDGE Capture & Store software

As they began to explore document management systems, McGuinness and the Academy tech team members spoke to Mark Lunson, Education Specialist with Toshiba's Electronic Imaging Division. "Toshiba had a consultative approach and we found that they not only listened to and understood what we were trying to achieve, but they were genuinely confident they could help us revolutionise our current document-handling processes. They were totally engaged with us during the entire process." McGuinness says.

Digitising and storing paper documents for better access
With Toshiba Capture & Store software, the Academy is now reducing its reliance on paper documents as school members can now scan, process and store documents easily. A document capture middleware/software embedded in the multi-function device, Toshiba Capture & Store software acts as a bridge between paper and electronic document flows, helping to streamline the processing of information and increase efficiency. The software can be used alongside other document management products such as Synergetic and Google Drive, giving users the ability to scan and send documents to folders or email them to their laptops.

By digitising documents the Academy community is moving towards a paperless environment, and the software is enabling staff to seamlessly direct and store documents for easy long-term access. Thanks to Toshiba's open platform technology, IT team members are able to add new software and hardware using the newly installed platform as a foundation for future expansion.

Job splitting and decentralisation

At the Academy the ageing large printers would frequently clog the system prompting the costly purchase of numerous smaller laser printers with limited functions around the school. All stapling and hole punching was being done manually. The Toshiba software has enabled the school to replace its large centralised printers with smaller strategically-placed Toshiba MFDs. "We were sceptical when this was first proposed by Toshiba, but it makes sense on so many levels. Now that the software can split a large print job and send it to print concurrently on many small devices, there is more convenience created with the choices staff members make. The convenience gained by having smaller MFDs (which can all scan, staple, hole punch and collate) with the opportunity to send the task straight from the users' laptops is invaluable." McGuinness says.

Tracking print usage and sharing the results

The new solution allows the school to better track paper-usage by faculty, and by individual. Paper-usage can now be quantified in terms of the number of trees used each month, and while this can be confronting for users, it has prompted changes in information sharing. The Academy's maintenance team is certainly delighted that the weight of the recycle bins has reduced significantly.

TOSHIBA Australia and New Zealand
Leading Innovation
Parliament Of Victoria
Period from August 2014 - October 2014
Environmental Impact Statement (based on paper usage)

	2014/15	2013/14	2012/13	Total
Sheets of Paper	913,777	948,503	1,063,763	2,926,043
No of Hours Equivalent to running a 60W Bulb	258,903	268,743	301,400	829,046
No. of Trees	11.35	11.78	13.21	36.35
Kgs of Carbon Dioxide	4,112	4,268	4,787	13,167
Litres of Water	2,741,331	2,845,509	3,191,289	8,778,129

Sheets: The report of manufacture is based on the amount of paper used in the process of printing. It does not include the amount of paper used for the production of the document.
Trees: The amount of paper used is converted to the number of trees used based on the average weight of a tree. The amount of paper used is converted to the number of trees used based on the average weight of a tree.
Carbon: The amount of paper used is converted to the amount of carbon dioxide emitted based on the average weight of a tree. The amount of paper used is converted to the amount of carbon dioxide emitted based on the average weight of a tree.
Energy: The amount of paper used is converted to the amount of energy used based on the average weight of a tree. The amount of paper used is converted to the amount of energy used based on the average weight of a tree.
Water: The amount of paper used is converted to the amount of water used based on the average weight of a tree. The amount of paper used is converted to the amount of water used based on the average weight of a tree.

The implementation: Communication was key

"With the IT team engaged in the process, the implementation phase went as smoothly as it possibly could," says McGuinness. "This kind of change can be met with resistance, however taking a consultative approach was really important to us. Communication was the key and as we rolled out the new technology, Toshiba was instrumental in keeping everyone informed on what to expect, and more importantly, gave them a sense of the opportunities."

"Technically there were a few small hiccups which were to be expected, however these were easily resolved. Everyone was on board and overall the teaching staff and administrators adapted quickly to the new system and were really impressed from the outset," says McGuinness.

RESULTS: Improved convenience and immediate paper reduction

The installation of the new hardware and software had an immediate effect. “Within the first two hours of the new document management system going live, we had over 200 jobs, and only a small percentage of those jobs actually ever printed.” says McGuinness. “Walking around the school initially, we noticed that the recycle bins were only half full, and there was no paper sitting in the output trays waiting to be collected.” Rather than printing and reprinting newer versions of documents, teachers could now just print the jobs in the queue that they needed, when they needed them.

Laptop to printer convenience

Replacing the large centralised printers with smaller MFDs throughout the campus has also improved convenience. Teachers now print complex jobs directly from their laptops, with better finishing options than they ever had before. The software is driving these improvements and the school is benefiting greatly from this new technology.

Sense of opportunity

“With Toshiba’s help, we now have a state of the art new document management system, and a platform which allows us to grow in the future,” says McGuinness. “All staff members have a sense of the opportunities available to us down the track, and we’ve only heard positive feedback so we’re confident we have delivered the right solution.”

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About Toshiba Capture & Store

Toshiba Capture & Store software can be integrated seamlessly with most document management systems, making it perfect for school use. With clever features, smart functionality and a dedicated technical support team, Toshiba Capture & Store can revolutionise your paper-based document archives. For more information, visit http://www.eid.toshiba.com.au/n_eB_CaptureE.asp.

Challenges

- Ageing MFDs were becoming unmanageable
- Teachers challenged by the aging MFDs passed their printing tasks onto administration staff
- Management software didn’t prevent paper wastage
- The Academy tech team wanted an innovative solution to replace the current fleet

Approach:

- Look for innovation in technology
- Decentralise printing to improve user convenience
- Reduce wastage to improve sustainability

Results

- Choices are now available to all staff on how they share information
- Scanning to digitise documents and go ‘paperless’
- Eliminated print congestion by splitting larger jobs to numerous smaller MFDs
- Reduced wastage and reduced printing volumes immediately
- Smooth integration into existing IT network
- Convenient document access for students and staff from their laptops