



Sussex Coast College Hastings

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Ricoh delivers better, high-quality print service and a cooperative partnership for Sussex Coast College, through CPC's MFD and Associated Print Services Framework.

The challenges

Sussex Coast College Hastings (SCCH) is a general and tertiary further education college offering 6th form, apprentice, vocational and degree courses. The College recognised the importance of print as one of these key services and, a few years ago, introduced a managed print operation across all of its campus sites. However, SCCH was getting a poor level of service from its print equipment and print service supplier. As the contract came to an end problems increased.

The solution

A new print solution was required that enabled the College to provide its users with a high quality and reliable service.



The College undertook a competition exercise under the Crescent Purchasing Consortium (CPC) framework, resulting in appointing Ricoh as the successful supplier.

The delivery

SCCH replaced its existing print system with a Ricoh Office and Production Print solution, consisting of 35 Ricoh Multifunction Products (MFPs) networked, but distributed across the College's three campus sites.

SCCH has a central reprographics room where a new Ricoh digital mono press has been installed. This is used for high-quality, high-volume printing, such as prospectus booklets and syllabus documents. The Ricoh press has been integrated into the enterprise-wide Ricoh print solution. It complements the distributed MFPs by handling print work that is either too large or complex for an MFP, and can often be more cost-effective than an MFP, especially for high volume print runs. The reprographics room is also the central management and

control point for the entire Ricoh print solution across SCCH. From here, SCCH manages the Ricoh solution with support from Ricoh if more technical help is required.

print costs reduced by 64% in the first year

The benefits



Although SCCH has only replaced one print system with another, the impact on the printing experience for teachers and students is significant, because it is much more stable and reliable. The college is pleased to report a drop in engineer call-outs by a staggering 84%.

As well as better reliability, the Ricoh solution provided the college with new and innovative features. For example, anytime wireless printing, - improving the quality of service and simplifying the mobile print experience for students and staff using laptops, smartphones, tablets and other mobile devices.

This includes a simplified user experience, ensuring seamless mobile printing on campus. Remarkably, these modern features have managed to reduce the college's print costs by 64% in the first year, proving the Ricoh solution is not only modern and reliable, it is also extremely good value for money.

Want to know more?

To find out how you could obtain similar benefits, contact our NPG Framework Helpline on 08450 179908 or alternatively you can contact the CPC Helpdesk on 0161 295 5354 and they will put you in touch with one of our expert Contract Managers