

Case Study

education

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Katy Independent School District

Restoring Confidence Through Increased Capacity and Accuracy

Katy ISD's partnership with Ricoh has revolutionized workflows, making Katy ISD teachers more efficient and helping them to be even more effective in the classroom.

ABOUT THE CUSTOMER

Located just outside Houston, Texas, Katy Independent School District (ISD) is one of the fastest growing school districts in Texas — growing at nearly 2.5% each year. The school district has 7,800 employees, 3,800 of which are teachers, serving approximately 60,000 students.

CHALLENGE

Katy ISD's in-house print shop was printing 1.5 million impressions per month. They had very limited capacity, and the staff was not up-to-speed on the latest technology. In addition, the in-house print shop had a three- to four-week turnaround time, meaning teachers had to wait a month to get new materials into the classroom. This took the dynamic creativity away from the teachers and caused them to lose confidence in the print shop. Teachers stopped submitting jobs altogether to the in-house print shop and instead began outsourcing a high volume of work to other print vendors which significantly drove up costs.

CHALLENGE

- Limited capacity and outdated technology
- Long turnaround times
- Outsourcing of high-volume jobs drove up costs

SOLUTION

- Manage print shop and fleet of output devices
- Ricoh Managed Document Services
- Online job submission and tracking

RESULTS

- Saved nearly \$350,000
- 99% all printing done in-house
- Turnaround times reduced from four weeks to 48 hours

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SOLUTION

In 2004, Katy ISD signed a contract with Ricoh to assess the functionality of the print shop and identify key factors that were preventing the Katy ISD print shop from completing projects in a timely manner. Katy ISD chose to partner with Ricoh to manage its print shop operations along with its fleet of output devices across its 51 campuses. Ricoh provides a comprehensive managed document services solution, which includes round-the-clock support from Ricoh experts, as well as staff training on equipment capabilities and features. Ricoh also provides Katy ISD teachers with an online interface for job submission, giving staff a more efficient way to get what they need. Through Ricoh's tracking system, Katy ISD can monitor workflow and track expenses and savings.

RESULTS

In the 2010-2011 school year, Katy ISD has saved \$350,000. Confidence has been restored in the print shop, which now handles more than four million impressions per month, with capacity for more. Previously, 80 percent of Katy ISD's print jobs were outsourced, today 99 percent of printing is done in-house. Job turnaround time is also significantly faster — only 48 hours from submission to completion.

Most importantly, Katy ISD's partnership with Ricoh has revolutionized workflows, making Katy ISD teachers more efficient and helping them to be even more effective in the classroom. Katy ISD sees an incredibly bright future with Ricoh as a partner, continuing to work to improve efficiency and provide significant cost savings.

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