

# University of Regina

A Canadian university partners with Lexmark to optimize its output environment, reduce paper waste and support environmental goals.

## Assessing output technologies

Higher education institutions consume large amounts of paper, toner and electricity, and the University of Regina is no exception. When the institution set a goal of becoming a leader in environmental responsibility and infusing sustainability into campus life, the university knew it had to reassess its use of output resources. In support of this objective, the IT department was tasked with reducing the number of printers operating on campus, while at the same time improving device performance and efficiency.

The first step was to assess the university's existing output environment. An internal inventory yielded surprising results: the campus had more than 1,200 printers and copiers, including a large number of non-networked, personal desktop printers. And campus technicians needed to support all these disparate models, as there was no standardization of devices across the enterprise.

Next, the university initiated an independent print optimization study. The audit found that due to a lack of standardization policy, there were 173 different makes and models of devices on campus with only 5% connected to the network. In fact, in one academic department, printers outnumbered faculty and staff by 20%. In addition to addressing the issues raised in the study, the university sought to create a single, enterprise-wide output strategy and introduce a standard suite of multifunction printers (MFPs) to replace outdated ink jet printers.

Finally, the University of Regina wanted to establish a centrally coordinated service resource to optimize the campus print environment. According to Ray Konecsni, Director of Customer Support Services at the University of Regina, the management of output devices was socialized over four separate groups. "There wasn't much coordination given to each other among these groups," explains Konecsni. "To effectively manage overall corporate print expenses, it made sense in my mind that one area should manage it, because there is only so much print budget to go around."

## Meet the University of Regina

The University of Regina—located on Treaty 4 and Treaty 6 territories, the ancestral lands of the Cree, Saulteaux, Dakota, Lakota and Nakoda nations and the homeland of the Métis—is a comprehensive, mid-sized university that traces its roots back to the creation of Regina College in 1911. Today, more than 15,000 students study within the University's 10 faculties. The University has an established reputation for excellence and innovative programs that lead to undergraduate, master, and doctoral degrees. In 2017, the University of Regina was ranked in the Top 200 Best Young Universities in the world by Times Higher Education.

### Optimizing a diverse output environment

A formal request for proposal (RFP) was issued and the final candidates were invited to install test equipment and demonstrate compatibility with the university's existing information system. After an extensive evaluation, Lexmark solutions were selected for the University of Regina. Lexmark worked with a Canadian print optimization partner to retire existing printers and copiers and replace them with devices chosen to match each department's output and workflow demands. When the university's previous vendor refused a temporary extension on expiring copier leases, Lexmark stepped up to accelerate the phased implementation so faculty and staff would not be impacted by the unexpectedly rapid migration.

"Our goal was to right size the devices for each area based on actual volume and business requirements, and truly optimize the entire environment," says Konecsni. "The implementation went very smoothly, and I pass along tremendous kudos to all those involved."

Along with installing Lexmark MFPs, the university deployed several Lexmark solutions to further streamline daily processes. Lexmark Managed Print Services (MPS) helps the institution gain control of its print architecture with infrastructure optimization and proactive management. The university also deployed Asset Lifecycle Services to monitor output assets; IMAC (Install, Move, Add and Change) reporting, a secure Web portal that manages output environments; and Lexmark MarkVision Professional, a powerful network-based tool that tracks the status of individual devices and generates service alerts.

"There are all kinds of benefits to using Lexmark MPS," says Konecsni. "It takes a lot of the headaches out of the day-to-day administration and management of the organization."

### Measurable savings across the enterprise

The University of Regina has realized impressive results after deploying Lexmark devices and solutions. Today, the number of devices has been reduced from almost 2,000 down to 445, and the university expects to reduce carbon dioxide emissions by 138,719 kilograms. Prior to optimization, the five-year output and supplies cost totaled \$4,500,000. After deployment, the cost was lowered to \$1,300,000 with the per-page cost falling from 23 to 13 cents. Other benefits include increased functionality, reduced printer downtime and devices that match specific user requirements for each department. Plus automatic toner replenishment eliminates delays caused by toner shortages, and administrators are no longer spending valuable time ordering supplies.

Choosing Lexmark as its output partner has delivered benefits beyond the university's original vision of supporting sustainability and reducing the number of devices on campus. In fact, the institution has been widely recognized in the industry for its optimization and sustainability efforts. The Information Services department won the university's Service Excellence award and captured the Regional Centre of Expertise on Education for Sustainable Development. The institution also won the CUPMAC (College and University Print Management Association of Canada) Green Award and was named a runner up in InfoTech's Greenest IT in Canada.

*"There are all kinds of benefits to using Lexmark MPS. It takes a lot of the headaches out of the day-to-day administration and management of the organization."*

**Ray Konecsni**  
Director, Customer Support Services  
University of Regina

### More time for work of value

As for the efficiencies Lexmark devices and solutions have brought to the University of Regina, the bottom-line benefit is that faculty and staff have more time in their day for meaningful work. "Users no longer have to worry about the administrative tasks associated with printing, copying and scanning," says Konecsni. "Output optimization has allowed them to focus on the business outcomes they are trying to achieve, which is their true reason for being on campus."

*"Output optimization has allowed users to focus on the business outcomes they are trying to achieve."*

**Ray Konecsni**  
Director, Customer Support Services  
University of Regina