



## Realdolmen streamlines printer system KORHA

The new KORHA school group consists of thirteen schools. KORHA is making a clean sweep to get a handle on the management and use of the printer system. Realdolmen devised a completely new solution with HP multi-functionals. The school group now serves personnel and students more smoothly with a fourth fewer printers. And KORHA pays based on use alone.

KORHA (Catholic Education Halle Region Annuntiaten) is a group combining thirteen schools from Flemish preschool, primary and secondary education. The schools are located in Halle, Sint-Pieters-Leeuw, Sint-Genesius-Rode and Pepingen, among others. KORHA has more than 5,700 students and approximately 570 staff. KORHA was formed as part of the re-organization of the Flemish educational system, which is focused on consolidation of the 750 school communities into 150 school groups by 2020. The start of the new school group is also the reason KORHA is evaluating the functioning of the schools. "This is how we are centralizing the IT team in Halle," says Gunther Vaeyens, head of the IT department at KORHA. "We will be supporting all the schools in the group from one central location."

A unique heterogeneous printer system was developed as a result of a review of the new school group's IT environment. There was a broad range of devices and systems in use at the schools in the group, supported by various types of contracts. Since one of the major service contracts was soon to expire, KORHA decided to combine the dossier for the printer system for the entire group. "Most of

the schools were already familiar with the follow-me printing principle," Vaeyens explains, "where the documents are printed remotely on a central printer." Quite a few of the schools even had their own contracts, and there was a small printer in virtually every office."

### NEW POLICY

The KORHA school group chose to establish a new guideline for the printer policy with the goal of obtaining more favorable terms by grouping the purchasing and simultaneously reducing costs through a new tracking system for printer usage. Three parties submitted a dossier for the school group's European invitation to tender. Realdolmen's proposal won the tender. "We did a thorough analysis of our previous printer contract," Vaeyens relates. "That clearly demonstrated that various devices in the school were uneconomical. Thanks to the analysis, we made a detailed list of our current needs. We were therefore able to be very specific in the RFP for the tender procedure with respect to exactly what we wanted."

Realdolmen met KORHA's requirements with an overall plan for the printer system: the right devices at the right location, based on the required volume, the desired speed and the requested print format - and the right support. Specifically, Realdolmen supplied 48 HP multi-functional printers from the HP Color LaserJet Managed Flow MFP E876xxz series (color, A3), HP LaserJet Managed Flow MFP E825xxz (black and white, A3) and HP Color LaserJet Enterprise MFP M577 (color, A4). The agreement includes a five-year leasing contract. "This concerns about fifty invoices in five years," according to Vaeyens. "There are no invoices in July and August when the schools are closed." The leasing contract includes a fixed price for services per device per month - installation, maintenance and repairs. Furthermore, KORHA pays only for the purchase of toner cartridges, based on use, of course.

### COSTS BASED ON USE

The school group used to have 65 printers. The new configuration functions with more than a fourth fewer devices. Thanks to the leasing contract, KORHA can easily predict and budget for the monthly costs of the printer system. Even the variable costs for toner can be predicted quite accurately. "We pay based on what is used," Vaeyens explains. "For example, there is a lot of blank space in printouts for exams or other forms. A classic contract frequently includes a fixed price per page, regardless of whether it has a few words or a large color photo." KORHA pays only for the actual toner use and thus realizes a nice cost savings. Additional advantage: the school group needs only purchase three different toner sets for the printer system. When a toner cartridge is nearly empty, the device sends out an automatic message, upon which Realdolmen sends a new cartridge. In the past, KORHA needed many more different

types of toner sets, frequently making the logistics unnecessarily complicated.

Printing represents a large chunk of a school group's budget. That is also true at KORHA. The school group's annual printing volume amounts to eight million black and white pages and a half a million color pages. Gunther Vaeyens: "So we have to pay serious attention that we avoid waste as much as possible on one hand, and on the other hand, that we can correctly assign the customized prints to the students. Realdolmen therefore proposed expanding the use of follow-me printing with PaperCut, a print management software tool. "Anyone who wants to print something first signs in at the device," Vaeyens explains. "That way, we can easily monitor who makes how many prints. We can report that to the parents and charge the student correctly." Every device has a flow scanner to facilitate scanning. "Scans are sent directly to your inbox. For safety reasons, we no longer allow scanning to a USB stick."

### FUTURE-PROOF

KORHA visited each of the three candidates when evaluating the tender procurement files. "Realdolmen immediately had the best feel," Vaeyens affirms. "Realdolmen and HP technicians were also at the meeting. That allowed us to discuss very practical and technical issues right away. KORHA also highly values Realdolmen's future-proof approach. "Over time we want even more automation," Vaeyens concludes, "so that the multi-functional printers automatically pass the costs for a customized print on to our accounting system through PaperCut. Realdolmen works with us. That is the added value of having a real partner."



"Realdolmen streamlined our printer system. We offer better support with more than a fourth fewer devices and pay based on our use."

GUNTHER VAEYENS, HEAD OF THE IT DEPARTMENT AT KORHA