



# The Ashgrove school. More printing for less.



The Ashgrove school in the Vale of Glamorgan is a specialist school for children aged 3–19 years old with Autistic Spectrum Disorder (ASD). Located in the coastal town of Penarth, it is part of a Special school's Federation which also includes Ysgol Erw'r Delyn in Penarth and Ysgol Maes Dyfan in Barry.



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David Davies, IT Manager

### The Challenge

The school aims to provide a caring atmosphere in which each child is encouraged to develop effective communication, social and independence skills and achieve his or her potential. These aims are pursued within a structured and stimulating environment with a well balanced and flexible curriculum meeting each child's special needs.

Ashgrove school is listed as having a Good performance from Estyn, Her Majesty's Inspectorate for Education and Training in Wales, which is in part due to the high standards achieved by learners in their ICT skills. The school has excellent facilities designed to meet the needs of the school which include countless ICT devices which allow all children to access the benefits of ICT. The use of ICT at the school is underpinned by three principles: Access and Inclusion; Meeting Realistic Targets; and Exceeding Expectation.

David Davies and Andy Knight, both IT Managers at Ashgrove school are part of a core team of three to support IT across the three schools. Davies explains:

“We look after all the equipment for 250 pupils and 220 staff – which will be increasing to 250 staff soon. We look after children of all ages – from little ones up to 18 year olds and they all need support. Each class has a class RFID card to release print and we know the IT has to work properly as some of the children can get upset if they can't collect their printing when they expect to. It's amazing how something as simple as printing can make such a difference to how the children behave and the whole atmosphere of the school.”

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**“Printing was a mess at Ashgrove and we used to spend £21,000 on printing with inkjets in each classroom. We were printing about 180,000 pages a year and had no real print management installed although we did have silent systems installed to help us audit our print.”**

“Our fleet was a muddle with leasing contracts with Toshiba, Canon, HP and KYOCERA. We committed to an HP system but knew it was not the best solution for us. While the desktop laser jets were ok it was the big machines we had problems with.



The paper would get stuck and the fuser drum would scorch the paper so we had fragments of paper stuck in the machine and would end up replacing drums and toner and at times the printers were down for days. When you started one of the printers you couldn't use it for 15 minutes, the initialisation was such a long process. Additionally the HP recycling policy was an unnecessarily long process and although we had a support contract they just weren't coming out to respond quickly enough and left many issues incomplete."

### The Solution

"We went to BETT Show in January 2013 and spoke to people about print solutions because we knew that even if we upgraded the existing HP printers they wouldn't be robust enough. Ysgol Erw'r Delyn had KYOCERA printers and we didn't ever have to look at them, we just replaced consumables. They just never broke down! We knew KYOCERA printers were solid and robust and it was easy for the teachers to replace the toner so we were interested in learning more."

James Wilding, Sales Manager at ITQ said: "The issues that Ashgrove school were facing were similar to what we've seen in many other schools. However unlike many other schools Ashgrove had a greater demand for colour – children with learning difficulties tend to respond better to learning when the documents they use are presented in colour."

David said: "We visited ITQ at BETT and the rest is history. We spoke to James, a lovely guy who still deals with us. He spends time with me and takes the time to train our staff, five at a time which really reassures them. Overall ITQ has been fantastic."

James added: "There have been quite a few training sessions carried out since the installation at Ashgrove school in April and Ysgol Maes Dyfan and Ysgol Erw'r Delyn in June. We train groups of around five at a time and explain the devices and the benefits of a managed print solution and we've had a very positive response."



### The Results

There are now six KYOCERA printers at Ashgrove school, two in Ysgol Maes Dyfan and one in Ysgol Erw'r Delyn. James continues: "The schools have the award-winning TASKalfa4550ci, TASKalfa3050ci, TASKalfa 2550ci and FSC2626MFPs installed with SafeCom Go embedded on the printers which ensures confidential, secure printing and adds secure pull print functionality to the multifunctional printers (MFPs). User authentication is simple and users just swipe their RFID card to retrieve their printing. Using SafeCom Go with the KYOCERA devices offers confidentiality and control but it also cuts paper and supply costs by up to 20%."



David continues: “The KYOCERA printers warm-up in just 5 to 10 seconds which makes the teachers and staff very happy. We are now printing 300,000 pages which is 150,000 more than we used to but I know we’re not spending as much money. Teachers and staff can print in A3 as well as A4 and they can make booklets which is great.”

“The KYOCERA printers offer fantastic colour quality, making them ideal for the student’s art projects. When they brought in old photographs of their grandparents the printouts were far better than the originals. The students like using the copiers and are happy to see their work print out.”

James comments: “The volumes the schools are printing have increased as they have better facilities on the devices which also offer improved speed and high quality output. However the printing costs have reduced as we were able to reduce the school running costs which represents a 50% saving based on the volumes being produced.”

David concludes: “You wouldn’t believe the difference the KYOCERA printers have made. Teachers don’t bang their heads at the printers breaking any more and it’s less of a headache for our team when printers work. Working with ITQ is great. I know our staff are much happier because the ITQ team spend a lot of time with us and the service they offer goes above and beyond the usual support calls.”

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