



TAFE discovers a better way to manage documents and print resources
New approach aims for quality outcomes, rationalised infrastructure and improved document management.

TAFE NSW – South Western Sydney Institute, had a problem. Its photocopying equipment was becoming antiquated and couldn't keep up with the heavy demand from teachers and students. There were also many different models scattered around the various campuses.

John Allsopp, Institute Director for South Western Sydney Institute, said: "We didn't have a coordinated approach when it came to our equipment -- photocopiers, fax machines and the like. It was inefficient and I had concerns about the escalating costs of replacement and maintenance as well as increasing complaints."

The TAFE Institute team also didn't have a full understanding of their print and copying activities across the different faculties and buildings, at department level or across the Institute. Document production costs were hidden in different budgets. Without a central point of control, it was hard to figure out the true costs of printing. There was a need to modernise the Institute's fleet, move to a fully networked environment and achieve lower costs.

From the macro point of view, the Institute wanted to meet the needs of the "customers" -- the 2,900 staff and over 50,000 students who attend full and part-time courses at the Institute. It wanted to determine areas for improvement in order to increase efficiency, quality and lower costs.

"The end result I wanted was to ensure quality outcomes for customers and to rationalise the infrastructure, improving overall document management in the process," Allsopp said.

Sandra Whyman, Fuji Xerox Australia account manager, had worked with the Institute for a long period of time and felt strongly that they could offer more than equipment supply to the educational institution. Accordingly, she brought in Jim Smith, from Fuji Xerox's outsourcing division, Document Services Group, to discuss some ideas.

He proposed that Fuji Xerox would take over the document management process, beginning at the Granville campus.

Through a managed service agreement, Fuji Xerox staff will now be responsible for the Institute's document production which includes all copying, desktop printing, faxing, scanning and web-based delivery. A print room, staffed by three Fuji Xerox people, has been established at Granville to centralise operations and oversee printing needs of staff and students for all manner of projects.

The Institute will now use Xerox network printers as well as multifunction machines and copiers to rationalise document production across the various sites.

The print room will feature a DocuTech 65 publisher system for manuals and books and a DocuColor 1250 for all types of colour work. The latest internet fax machines will also be installed around campus. The contract allows flexibility in terms of moving equipment in response to student or staff needs. For example, if a department has very high volume print needs, Fuji Xerox can assess the situation, then upgrade or supply new equipment or move printers from elsewhere to meet the need.

In addition, FlowPort, a new software system that allows documents to become part of the digital workflow will be installed on servers. "You can have someone in one building, far from their office who wants to send a document to his or her email or printer. They simply check some boxes on a FlowPort cover sheet, scan the item into a Document Centre, put in through the printer and presto, it is now in the email," said Smith.

Also in the works for the Institute is a new document repository, Xerox DocuShare, which will allow teachers to access, update and easily store items such as research and course materials in 'electronic' filing cabinets. "Right now we have different storage systems ranging from filing cabinets to computer files. Having centralised document management in a college will make us more efficient in finding and using our intellectual property," said Allsopp.

Installation of the solution begins in December with staff training to start in the New Year.

Allsopp is pleased with the plans to date. "Fuji Xerox has a customer-focused approach and they certainly understand our environment. I predict we will see more efficiency, increased flexibility and reduced costs in the future," he said.

South Western Sydney Institute is a leading vocational education and training institution. Comprising six colleges across the southwest of Sydney, it has built a reputation for industry responsiveness and quality education.

Further Information

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