



# NorQuest Print Optimization

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## NorQuest College ... Print Optimization Case Study

**Project** ... Distributed and Centralized print optimization program to assist NorQuest College to go to market. The scope of this assessment and metrics reporting process will include all distributed printers, copiers, faxes, scanners and MFDs and the central reprographics facility for the entire NorQuest College organization. The project was initiated in May 2016. The full deployment of the updated strategy was completed in April 2017.

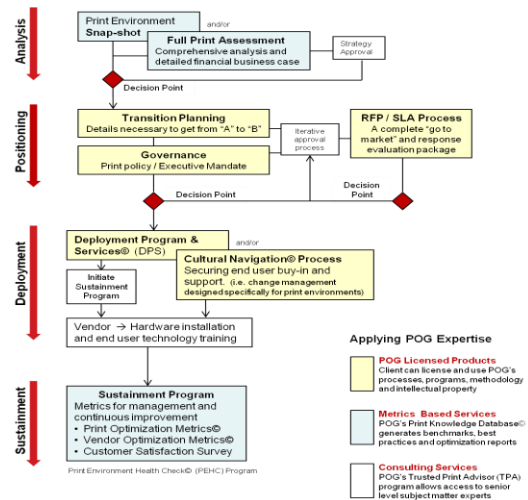
### Current State → May 2016

1. Low Central Reprographic print volumes and high fixed costs have driven up the average cost per impression to \$0.06. Benchmark average is \$0.05.
2. On the Distributed Print side, except for the “cost of colour as a percentage of the total print spend”, all Key Performance Indicators (KPIs) are better than industry average.
3. Staff to device ratio is 4.7 to 1, which compares very well to the 3 to 1 benchmark.
4. End user feedback reflected high frustration levels as the existing aging print equipment was no longer reliable.

NorQuest and POG measured the distributed and centralized printing environment before, during and after. The College applied a manufacturer independent full services solution with a strong focus on *Cultural Navigation*®, which is an established and proven change management / end user buy-in process highly customized for print optimization. NorQuest and POG both contributed expertise and resources. The theme was ... *do it once and do it right!* It was a very successful team effort.

**Solution Applied** ... NorQuest believes that ... *You cannot manage what you do not measure.*

### POG's Print Optimization Roadmap



### Results Achieved → April 2017

Item	Key Performance Indicators (KPIs)	Results Achieved
1	Financials	The 5-year distributed print solution life-cycle cost reduction achieved is \$450,000. <b>(34%)</b>
2	Staff to Device Ratio	5.6 to 1. All devices have been included ... (i.e. specialty printers, wide-format plotters and fax machines)
3	Pricing	The average price per page, all costs in, is \$0.022, which is 20% lower than the industry average. (All costs = lease, service and consumables)
4	Technology Standards	NorQuest has standardized on five models to support all needs.
5	Device Utilization	Average 4,815 imp per device each month. That is roughly a 60% utilization rate. There is room for volume peaks and volume growth, if /as necessary.



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## **NorQuest College ... Print Optimization Project Brief**

### **Mandate**

NorQuest College was in a position where their existing distributed print equipment leases were coming to an end after a couple of contract extensions. In addition, the existing centralized print environment strategy was showing signs of aging, as volumes were continuing to go down. The need to go to market for a new solution required an updated holistic print strategy.

### **Motivators**

The print technology was aging. End user satisfaction was becoming a concern. Reliability was a large issue for most users.

### **Challenges**

It was quickly realized that NorQuest College did not have the necessary resources, skill sets, processes and tools to implement an integrated printing solution. In addition, NorQuest did not have the means to measure the print services baseline. This was required to determine project direction and to be able to report back on results.

### **Approach**

NorQuest College assigned an internal project manager to oversee an external print optimization consulting firm that provided a full services solution. Services included: assessment, transition planning, RFP / SLA content and a change management process to address user buy-in and satisfaction. Overall, this approach worked very well for NorQuest as the project flowed well from one phase to the next. We would recommend the same or similar approach as it reduces the time to delivery and the amount of internal resources required to manage multiple contracts.

### **Results**

NorQuest Collect is saving \$450,000 over a 5 year contract solution which represents a 34% reduction. More valuable than the cost reduction, however, is the satisfaction level of the internal users. Reliability of the new equipment is high. NorQuest updated the entire solution while increasing the end user satisfaction and saving money for the College. We are pleased with the results. The project has been a success.

*Original signed PDF document is available*

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