

**DMC introduces a cost-effective machine for high-volume mono print to a major educational institution in London**



Education Solutions

The school is a secondary publicly funded independent academy specialising in Business and Enterprise, and Sport.

### The Challenge

With 1200 students and 150 staff, the school produces a significant amount of printed material. As such they needed a high-volume machine with reliability as the key requirement. In addition to a dependable machine the school was also looking for proactive service provision capable of resolving faults swiftly and with a minimum of disruption.

They were also after a user-friendly device and consistent interfaces across the fleet to ensure ease of use for teachers and support staff. The machine had to have the ability to chargeback costs to departments for auditing and cost-tracking purposes. And of course the solution must be cost-effective.

### The DMC Experience

During the consultation process DMC recommended that the school introduce a large volume multi-functional device. As they wished to maintain consistency having previously used Canon across the school, DMC suggested a Canon device. Chargeback facilities were introduced where staff in each department were given a password that identifies their department to allow cost tracking.

An individual from the Reprographics Department explains, 'We wanted to continue to use Canon and so DMC were ideal for us due to their close relationship with the manufacturer. They recommended a high-volume mono machine to fulfil our requirements. We have six school years and twenty one subjects so we have to print a large number of documents, from class hand-outs to exam papers. Therefore high-volume, reliable machines are a necessity. The price was obviously important and this was the clinching factor in choosing DMC as our supplier.'

### Results

DMC supplied the machine and the school has been happy with both the performance and DMC's service provision.

A school administrator explains, 'The proactive nature of DMC's service is critical to our working, when the engineers come to fix a fault they check the rest of the machine and replace any parts that are worn. This is essential to keep the school working smoothly. The performance of the machine has also impressed me, producing quality professional material for both staff and students.'

### The Future

The school and DMC have been exploring the possibility of introducing print management software to help staff control print throughout the school.



### About DMC

DMC is a customer-focused business solutions provider, specialising in Canon business machines.

At DMC we are focused on developing solutions for individual client needs that will improve efficiency, reduce overall costs and integrate with existing systems and processes.

### User Verdict

"DMC have helped us to meet the unique and varied requirements of teachers and support staff. They have provided us with a reliable machine and we are particularly happy with the service support. When we encounter faults the engineers are quick to respond, I have always found their service to be excellent."

DMC BUSINESS MACHINES PLC  
59 IMPERIAL WAY  
CROYDON  
SURREY CR0 4RR

TELEPHONE: 0800 413 953  
FAX: 020 8667 0328  
WEB: [www.dmcplc.info](http://www.dmcplc.info)  
Email: [info@dmcplc.co.uk](mailto:info@dmcplc.co.uk)