



Toshiba America Business Solutions, Inc. Scores High Marks for Helping the Rhode Island School of Design Cut Costs with New Equipment

▼ CHALLENGE:

The Rhode Island School of Design (RISD) needed to replace its fleet of document production equipment with new technology that would give its faculty and students more capabilities.

▼ SOLUTION:

Toshiba America Business Solutions, Inc. (TABS) used its proprietary Encompass™ Document Analysis Program to assess RISD's current equipment configuration and provide recommendations for improvement.

▼ BENEFITS:

RISD reduced the number of copiers and printers throughout its campus—replacing its equipment with newer, more efficient multifunction devices. The result is a reduction in service and supply costs, increased productivity, and greater functionality for the entire campus.

BACKGROUND:

The Rhode Island School of Design (RISD) was founded in 1877 in Providence. The school is comprised of a vibrant community of artists and designers, including 2,200 students from around the world, approximately 350 faculty and curators, and 400 staff members. RISD fulfills its educational mission by providing the highest quality instruction in the visual arts, design, architecture, and art education.

While proud of its educational programming, RISD also places emphasis on providing its faculty and student population with the latest technological resources. One of the most used of these resources is the campus' Copy Center. In July of 2003, RISD began the process of replacing its entire fleet of copiers and printers pending expiration of its existing lease. In addition, Diane Sanborn, Copy Center supervisor for RISD, wanted to upgrade to newer technology.

RISD conducted a thorough equipment provider selection process, which eventually led the school to choose a Toshiba dealer based in Massachusetts. After Toshiba presented its recommendations and demonstrated the capabilities of several Toshiba e-STUDIO™ multifunction products (MFPs), it was clear that Toshiba understood RISD's needs and could provide a cost-effective strategy for improvement.

“When the selection team went to view a demonstration of Toshiba's e-STUDIO MFPs, the first thing I noticed was that I could walk up to a machine and it was immediately intuitive and easy to use,” commented Sanborn. “Not only did the Toshiba equipment offer all the functions we were looking for integrated in one device, we were impressed by how user friendly the machines were.”

risd
rhode island school of design



THE ENCOMPASS ANALYSIS:

In order to get a complete picture of RISD's current fleet configuration, document output costs and future needs, Toshiba suggested the school undergo Toshiba America Business Solutions' (TABS) proprietary Encompass™ Document Analysis Program. The Encompass Program is a six sigma-based process that assesses a company's document production environment and provides recommendations that save money and improve office efficiency and productivity.

Toshiba consultants use the Web-based Encompass program to uncover the "hidden" cost drivers of a company's document management process and output devices. Consisting of a database of more than 3,500 copiers, printers and fax devices, and 6,000 supplies for both Toshiba and competitive products dating back to 1990, as well as their associated usage and supply costs, Encompass provides seamless access to data with "point-and-click" ease.

"Another local dealership presented a program similar to Encompass during our initial evaluation process," noted Sanborn. "The difference was that Encompass provided a detailed 'next step' analysis and recommendations for improvement, enabling us to make a better decision, faster."

An Encompass Senior Analyst for TABS spent a week and a half at the RISD campus assessing the school's existing equipment configuration. With approximately 30 buildings spanning several blocks, the Analyst was able to thoroughly examine each department, without requiring Sanborn to take much time away from her everyday responsibilities.

Once the campus assessment was completed, the Analyst input the school's current configuration of copiers and printers into the Encompass program, enabling him to print out an Encompass Document Analysis Report. The resulting report provided RISD with a comprehensive strategy for reconfiguring and upgrading the school's current fleet of equipment, enabling a streamlined, more efficient design.

THE RESULT:

Less than two months after receiving the Encompass Document Analysis Report, RISD was able to significantly streamline its fleet of devices – going from about 50 standalone copiers and approximately 350 printers to just 50 new, fully-networked Toshiba e-STUDIO MFPs and no more than 300 printers that will be replaced as needed.

"No matter what the size of your company, Encompass clearly outlines where you are spending your money, and how you can lower these costs with a positive return on your investment."

"The Encompass program really opened our eyes to how many devices we had distributed throughout campus," said Sanborn. "Purchasing new Toshiba MFP devices enabled us to combine the features of separate copiers, printers, scanners, and fax machines into one device, eliminating the superfluous systems around our campus."

Another benefit of consolidating devices is the associated cost savings due to decreased service requirements and supply purchases. Additionally, the new Toshiba devices are able to produce documents at a lower price per page, further reducing the school's costs.

Increased productivity also has been a major benefit for RISD. The MFPs' fast output speeds enable the faculty to save a significant amount of time when copying and printing lengthy course materials. Another timesaving benefit stems from the professors' ability to Email course documents directly to the Copy Center. The Copy Center staff then can print and copy the materials and have them ready for professor pick-up or sent directly to the professor's office – eliminating the need for the teaching staff to factor in extra time outside of classroom activities.

Sanborn also appreciates Toshiba's TopAccess Remote Administration utility, a Web-based tool for remotely managing and overseeing activities at the MFP from the administrator's desktop. TopAccess allows Sanborn to obtain month-end meter readings and department breakdowns without leaving her office. She also can remotely diagnose problems and instruct the staff on how to correct them, minimizing downtime and reducing the need for service calls.

"The service team has shown exceptional IT knowledge in connecting the e-STUDIO MFPs and printers to our computer network," said Sanborn. "I have had nothing but good experiences in working with Toshiba."

"The Encompass process was definitely worth the time investment," continued Sanborn. "No matter what the size of your company, Encompass clearly outlines where you are spending your money, and how you can lower these costs with a positive return on your investment. The Encompass Program identified our inefficient office equipment purchasing process and allowed us, for the first time, to clearly view how we could reconfigure our fleet of equipment in a manner that would benefit the entire campus. Obviously, I would highly recommend the Encompass Program to any company."

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