



“Quality of service was the most important factor in awarding this contract”

Vicky Pritt-Roberts, Deputy Head at Ellesmere College

Company:

Ellesmere College

Requirement:

Integration of equipment & service for network of 100+ printing devices

Solution:

Support agreement offering sustainable high levels of service

Founded in 1884 Ellesmere College is one of the county's leading independent co-educational day and boarding schools for children aged 7-18 years and was recently named as The Sunday Times' Parent Power league table as the UK's top performing non-selective school. The College is located in a northern rural area of Shropshire and is part of the Woodard Corporation.

The Challenge

Having experienced challenges with another supplier Ellesmere College looked to outsource the management of their existing IT printers and multifunctional devices across its entire campus.

Specifically they were looking for a solution with faster more responsive support in order to increase the efficiency of existing printing devices on their IT network.

In order to increase the efficiency of existing printing devices on their IT network the College were looking for a solution with a faster more responsive support service - one that would enhance the learning experience and ensure the availability of printers across the campus and limiting disruption to teachers and students.

A stipulation of the service was also to provide an accurate electronic billing process together with a continuous supply of replacements to ensure that devices never ran out and phase out the need for keeping stock onsite.

The Solution

Hollis provide a fully managed service to the school supporting all IT printers and multifunctional devices across the whole school campus, including the automated remote monitoring of more than 100 print devices on the IT network. This automates the collection of meter readings from every printer to ensure accurate billing as well as identifying when new toner is required.

Genuine, original manufacturer toner and consumables are supplied throughout the term of the contract and are delivered on a 'just in time' basis eliminating the need to hold spare stock on site and ensure that print devices never run out of toner.

A four-hour onsite response to any call for assistance is also provided remotely to identify any print devices that may have unexpectedly broken down.

“We have been impressed with Hollis’ enthusiastic approach and are confident in their ability to provide a rapid support service to our school”

Vicky Pritt-Roberts, Deputy Head at Ellesmere College

About Hollis Solutions

Hollis Office Solutions is a leading supplier of document & print management solutions with public and private sector customers located across the West Midlands and Mid & North Wales.

We are mainline Kyocera and Develop dealers for office machinery as well as being a Fujitsu Select Partner. In addition to holding Microsoft Partner and Authorised Education Reseller accreditations, Hollis is the region’s leading provider of managed print services that enable customers to optimise the use of print devices and reduce ongoing running costs.



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