

# Top marks for ERA as they achieve significant savings with minimal disruption for Trinity School

<b>CLIENT:</b>	Trinity School - Part of the Whitgift Foundation
<b>SECTOR:</b>	Education
<b>COST CATEGORIES:</b>	Managed Print
<b>COST CATEGORIES:</b>	Greater visibility and control over spend Improved service and support from supplier Independent quarterly review audits Streamlined fleet Updated ordering process Future-proof technology and enhanced solutions



## THE CLIENT

Founded in 1882, Trinity School is a respected independent day school which offers a rich and balanced curriculum with fantastic facilities, placing great emphasis on providing students with the skills they need to think critically and independently.

The school accepts boys from 10-18 and welcomes girls for sixth form (ages 16-18).

Trinity School is one of three schools governed by the Whitgift Foundation, founded in 1596 by the then Archbishop of Canterbury, John Whitgift.

## THE CHALLENGE

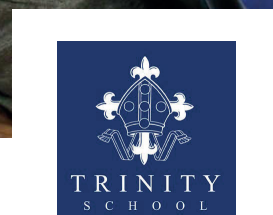
As a well established independent private school situated in south London, focus for Trinity School naturally falls on ensuring academic results and their mantra of 'fostering a culture in which pupils feel inspired to take a genuine interest in the world around them' is front and centre.

Optimising costs would allow Trinity School to re-invest valuable funds to its students. Trinity School were aware of ERA and the value they could bring to the project.

ERA Principal Consultant Stuart Hallam met with Jane Stanley, Trinity School Bursar in January 2019 and was able to add instant value through insight. Initial conversations around waste management, through ERA expert Dan Howells identified a saving the school could realise themselves. This was the start of a flourishing partnership built on trust.

Trinity invited ERA to review their photocopier and print fleet, which is where real value was found.

Full control was something that was very important to the school, they were generally happy with the incumbent supplier who has been in situ for many years and were therefore keen to avoid any disruption to school life with change. It was over to ERA to demonstrate how our managed print expertise could provide Trinity School with the peace of mind that they would not just receive great cost savings, but also importantly, excellent service and value.



ERA were really easy to work with; they did all the hard work and delivered savings for us on our copier and printing costs. I would not hesitate in recommending them to others and I look forward to our partnership delivering on other areas too.

**JANE STANLEY, BURSAR**  
TRINITY SCHOOL  
JUNE 2020

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## THE SOLUTION

Andrew Kinnear, with 30 years of industry experience and expertise was drafted in to manage this project. Split into two phases, Andrew's first task was to analyse Trinity's existing contracts and machines, with a second project to follow looking at desktop printers.

It became clear very early to Andrew that there were some fairly new contracts, some old legacy contracts (six years old) and some very old retained machines (more than 10 years old in some cases). Andrew also found there was no alignment with contract end dates, and some un-audited machines around the school where true value had not been considered. Without regular audits, the school had no real understanding of the true cost of ownership of their printers, and whether there was a more cost effective, alternative solution.

Service Level Agreements were another area where Trinity were not seeing value. They did not know, for example, what their service call response time should be, how long it would take an engineer to fix a printer, what maintenance would be guaranteed - none of these aspects were reported to the client.

Andrew wanted to present a clear, consolidated report with all the information to provide a clear-cut direction moving forward.

## TENDER PROCESS

With over 450 independent Dealers and Direct Manufacturers within the marketplace, it can be very difficult to identify the right fit for an education establishment - not only for best price but for ethics and account management. This is where the guidance from ERA and the experience of its experts really provides added value.

The tender exercise focused not just on including trusted, reliable suppliers, who were unknown to the school, but making sure that the proposed solution was going to be suitable, not just for the current requirements, but also taking a long term approach and potential change of future needs.

The level of detail provided to the client in the tender really highlights how ERA go above and beyond to cover every scenario.

Pre-installation, service price increases, terms and conditions, service response times, hard drive data removal and ongoing training are just examples of the level of detail provided in the tender process.

Ultimately, when all options are presented, the client remains in full-control of the decision making process.

## VALUE ADDED

Trinity School considered all available options and when all aspects were considered, chose a supplier who were not the cheapest, but overall, when taking into account their experience, location, machine offerings and service SLAs were deemed the best fit for the schools needs.

Savings of 44% were found and whilst important, were not the driving factor.

All machines across the school were replaced with a fleet of MFDs - taking specific attention to installing equipment bespoke to each department's individual requirements.

ERA were able to help with cancelling old lease and service agreements, making sure there were no future service or rental liabilities moving forward.

The new supplier also provided a seamless installation. This included a very difficult logistical scenario of returning significant equipment back to the previous supplier, arranged with minimal disruption to the client.

## LONG TERM

ERA's approach is always long-term and in the interest of the client. This work has been undertaken over the past 12 months, with minimum effort and time taken from Trinity School. It has also taken 12 months for any savings to be realised - proving ERA's dedication to the project.

Such was the success of the project, ERA were subsequently invited to meet the Facilities Manager from another school within the Whitgift Foundation to look at their managed print. The school has also now become a client.

Stuart Hallam, Principal Consultant at ERA added "Jane and I have identified a number of other projects that will be looked at over the coming months and hopefully years. Jane is an excellent advocate for ERA and has indicated her support in introducing us into the wider Whitgift Foundation."

