How a Global Business School Transformed Print Services to Improve the Student Experience

IESE unifies services, adds digitization with Xerox Managed Print Services

We make work, work.

ABOUT THE CLIENT

IESE Business School is a global business university offering MBA and Executive Education programs that are ranked among the world's best. Founded in 1958, it has sites in Barcelona, Madrid, Munich, New York, and Sao Paulo.

CASE STUDY SNAPSHOT

The Challenge

- IESE needed a single print services provider that would integrate production and office printing across its Barcelona and Madrid campuses

- It also wanted a more flexible model that would work across all business lines, spanning multiple technologies and devices

- The system needed to integrate with the school's payment platform for students and provide for different active-directory-based roles

- It had to align with corporate security and sustainability guidelines

- It also wanted to reduce IT infrastructure costs while adding functionalities that would enable a digital environment

The Solution

- Xerox® Managed Print Services provides a comprehensive print management solution that includes 108 devices and 24/7 support

- It installed a Xerox Nuvera® 144 EA/MX Presses, a Xerox® PrimeLink® B9136 Copier/Printer, and a Xerox® Versant® 4100 Press in the school's reprographic center in Barcellona

- It also deployed multiple Xerox® VersaLink® C405 Color Multifunction Printers and Xerox® AltaLink® C8145 Color Multifunction Printers in four distributed printing services locations on both campuses

- We transitioned IESE's on-site server to a cloud solution to better manage data recovery and reduce IT infrastructure expenses

- We provided on-site support staff to assist students and staff

- The installation was completed within a matter of weeks to accommodate the return of students to campus

The Results

- IESE now has a unified, flexible print services system focussed on productivity, sustainability, and security

- The cloud solution reduced IT infrastructure costs

- Our model provides a strong integration with a payment platform: Vending, parking

- The heterogeneous system can be used to print and scan via PC/MAC, mobile phones, e-mail, etc.

- The system offers different print and scan possibilities based in active directory roles

- The transition has resulted in improved student experience, increased security and reduced operating costs

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THE CHALLENGE

A single, more flexible print services provider

The IESE Business School, a highly-rated global business university with sites in Barcelona, Madrid, Munich, New York, and Sao Paulo, wanted a print management services model that offered improved integration and flexibility for its Barcelona and Madrid campuses.

It was seeking a single provider that would integrate print resources between its central reprographic department and distributed printing services that serve students in four locations across its campuses. The model had to provide print and scan capabilities using PC/MAC, mobile phones, and e-mail and enhance the school's cybersecurity and sustainability practices.

It was also crucial that the system work with the school's payment tool, which allows students to pay using a variety of transaction methods. The system had to integrate with different active-directory-based roles and a cloud-based data center to manage recovery and high availability processes.

And finally, IESE was seeking a system that would provide functionalities to create a more digital environment that would allow professors and students to scan exams and other documents and leverage third-party school information management platforms.

The chosen provider only had a month to complete the system transformation before students returned to campus.

THE SOLUTION

A comprehensive managed print services plan

After reviewing five prospective providers in its request for proposal process, IESE chose to partner with our Southern Europe Field Marketing team to leverage Xerox Managed Print Services. A key deciding factor was that Xerox offered the flexibility to work with all the school's business and functionality lines, notes Javier Carretero, Xerox Managed Print Services Solution Architect.

We created an integrated print management plan that encompassed the school's reprographic and distributed printing services locations to maximize service at its Barcelona and Madrid campuses. The system integrated with active-directory roles to serve for some 5,000 users, including students of many different nationalities, teachers, and internal personnel.

The system includes 108 print devices and provides 24/7 service, including on-campus personnel to help users and resolve issues.

We installed a Nuvera 144 Printer, a Primelink B9136 Printer, and a Versant 4100 Press in the school's reprographic center in Barcellona. It also deployed multiple Xerox C405 and C8145 Printers in four distributed printing services locations on both campuses.

We also helped IESE create a private cloud infrastructure for its central server to manage recovery and high availability processes.

The new system provides functionalities that enable the school to integrate with a third-party school information management platform to allow teachers and students to exchange digital documents related to coursework, registration and other student records.

THE RESULTS

Improved services with a more flexibility, digitization

We completed the project within the month-long time frame and had staff on hand to welcome students back to campus with technical assistance. IESE students and staff are now getting more seamless and secure print services via a single strategic provider.

Users can easily utilize different print and scan possibilities via PCs, MACs, mobile phones, and email. On-site Xerox service staff are there long-term to address any concerns or issues.

The new system integrates with and enhances IESE cybersecurity and sustainability practices and utilizes active-directory roles to oversee printing privileges. The Xerox model integration with the school's payment platform allows users to pay for services, vending, and parking using a variety of transaction methods.

The Xerox system included functionalities that allow students and teachers to digitalize exams and other documents and to utilize third-party school information management platforms to create an improved digital experience.

Learn more at **Xerox® Managed Print Services**.

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