



Government

Onsite Support



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Challenge

A large Ontario postsecondary institution with four major campuses required assistance with its increasing volumes of print. The College had traditionally left its printing to be managed by individual departments and faculties, which offered no accountability or costing information, and resulted in significant wastage. The College required a service provider who could offer an on and offsite print service, produce quality and copyright compliant academic course materials, set up a comprehensive and secure billing process, provide clear and frequent reporting on production details, and offer a fast and reliable delivery service between campuses.

Solution

With its expertise in onsite retail print services and outsourced print management, Grenville worked with the Colleges to produce a comprehensive print solution consisting of four on site Smart Copy Print Centres and a clear and secure process for ordering outsourced materials. Grenville also established the requisite shipping and receiving infrastructure needed to keep production flowing between campuses to always ensure for timely delivery. In addition, Grenville appointed a designated academic publishing division to work with faculty and staff in the production of copyright compliant pedagogical materials, and assigned a designated offset and wide format print Account Executive to assist the College in all of its promotional, convocational, and alumni materials.

Results

The College greatly benefited from having one singular source for of its print requirements, which saved the institution significant time and money. The cost and volume of print went down for the client, because of a streamlined ordering and production process that prevented redundant printing. Grenville also instituted several measures to ensure client satisfaction, such as the launching of an online digital storefront that allowed print orders to be placed from anywhere, and the conducting of quarterly client meetings, which gave the client the opportunity to see cost and volume of print on a continuous basis.