> **"Quality of service was the most important factor in awarding this contract"**
>
> Vicky Pritt-Roberts, Deputy Head at Ellesmere College

Company:	**Requirement:**	**Solution:**
Ellesmere College	Integration of equipment & service for network of 100+ printing devices	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.

About Hollis

Hollis Technology specialises in the provision of business support solutions to organisations in both the public and private sectors throughout the UK. Our range of solutions includes IP telephony, multi-functional printers, servers, network security devices and office supplies.

We also provide a comprehensive range of education IT, Managed print and IT Infrastructure services. Hollis is committed to consistently delivering the best customer service at all times.

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