# Arena - in education

*"The challenge is to continue to provide high quality education and a great student experience within new budgetary constraints"*

*Julie Orange, Leeds Trinity University College*

Arena
group
the document experts

"We were spending a fortune on consumables, so looked around to see if we could spend less. Arena had the best deal and we got two more printers in the process. We are spending around 40% less - saving £3,000 a quarter."

*Jonathon Finan, IT systems manager, Gateways School, Harewood*

# Arena in education

Arena has been working with schools, colleges and universities across the North of England for nearly 20 years.

Currently we supply copiers, printers, electronic document management and IT to

- 470 Primary schools
- 114 Comprehensives and high schools
- 13 Independent schools
- 4 Academies
- 7 Special schools
- 7 Universities and Institutes of Higher Education
- 7 Further Education colleges

Arena's customers in education range from small primary schools that need one efficient photocopier to large city colleges or universities looking at new ways of managing and storing confidential documents.

But our approach to our customers is always the same. We get under the skin of your school, college or university to find out the issues and challenges you are facing – and to give you the most cost effective answer.

CRB
Criminal Records Bureau

# Foreword

*Over the past few years in schools, colleges and in many other education settings, printing, copying and managing documents have become major issues.*

*Those working in education and across children's services have had to respond to constantly changing curriculum demands, differentiation of materials to meet the needs of students with very diverse needs, and a requirement to create a range of extensive student records - to name but a few! This has had an enormous impact on staff time, communication systems and structures, financial and physical resources including space.*

*In order to achieve 'best value' those working in education are looking to make these systems more efficient and cost effective so that more resources can be placed at the 'heart of teaching and learning' in the classroom.*

*Anne Hayward, Consultant on Inclusion
and Special Educational Needs, former Head Teacher and
National Government Advisor on Learning Support Units and Learning Mentors*

*"We were spending a huge amount of money on print cartridges. The print audit from Arena showed we could save a significant amount of money. Arena's service was fantastic when they were setting up the printers.*

*"We used to run out of cartridges all the time. Now, thanks to some clever technology installed by Arena, before we have even run out, a replacement cartridge arrives with clear installation instructions – so we never have any printer downtime."*

*Michelle Benton, headteacher, Rowena Nursery and Infant School, Conisbrough*

# Print - the hidden costs

Research carried out by Arena shows that print is an unrecognised and often uncontrolled cost in many schools and colleges – and can be a significant headache.

Arena's free print audits in dozens of schools and colleges showed

- A school had stockpiled a wall of toners worth almost £7,000 'in case they ran out'
- An independent school thought they had 39 printers. In fact they had 89 printers
- Schools were storing old stock for printers that had been thrown out 12 months earlier

## Leeds Trinity University College

**Julie Orange,** publications service supervisor, Leeds Trinity University College

"On our high volume black and white photocopier alone we produce 1.25 million copies a quarter and our colour copier averages about 30,000 copies per quarter.

"Arena recently installed 21 new multi-function machines across the whole campus linked to the PCs on our network.  They help to cut costs because they are more energy efficient and we save on printer toner costs. Staff now print directly from their PCs so desktop printers are being phased out.

"The financial future of higher education is uncertain and the challenge is to continue to provide high quality education and a great student experience within new budgetary constraints.  For my team working with a supplier like Arena, who provides cost effective products and an efficient service, is key."

*"Arena are very proactive in their service and the printers are no longer a problem. We now have confidence that our students can do their coursework when they need to."*

*David Hancock, network manager, Wetherby High School*

# What is Managed Print Services (MPS)

- The right mix of printers and copiers to meet your demands and minimise costs
- Software automatically monitors toners – despatched as needed
- Remote monitoring – engineers at site sometimes before you know there is a problem
- Print, copy, imaging into one fixed monthly cost
- Single invoice – no surprise bills
- Can take away old printers and recycle them

*"We had a managed print service with another company but the printers weren't reliable and, although service engineers kept coming out, the problems never seemed to be fixed.*

*"Printers are so important to a school now, particularly for some coursework, we cannot have them out of action. Subjects such as art, digital photography, design and technology have managed time in the classroom for their coursework. It is a real issue if students cannot produce the evidence they need because a printer is not working.*

*"We knew Arena and with their new service, we asked them to quote. They have bought us out of our old contract, given us more functionality and support – and are still £600 a quarter cheaper."*

*David Hancock, network manager, Wetherby High School*

*"They always try to find a copier or printer that's best for us rather than pushing a piece of equipment on us that they want to sell."*

*Phil Deakin, finance director, Bolton St Catherine's Academy*

# Finding the right machine for you

We know that there is no 'one size fits all' when schools and colleges are looking for a new photocopier or printer.  A primary school will have different print requirements to a high school with Technology status.  That's why we work with you to find out

- How will the machine be used?
- Who is using it and where will it be placed?
- How much do you print and what type of documents?
- Do you have special requirements such as the need to print large amounts of student artwork or produce leaflets
- Do you need to print out large volumes of colour?

Because we are an independent supplier we regularly review the market for the best products.  Our main print partners are

- Toshiba
- Kyocera
- Ricoh
- FM Audit

## Bolton St Catherine's Academy

**Phil Deakin,** finance director, Bolton St Catherine's Academy

"I used Arena in a previous school and recommended them when I moved here.  What impresses me about them is their customer service – they have a completely different approach to other companies.

"We've just got a booklet maker and Arena's salesman talked to our reprographics person about what she needs, what she wants to do and how she will use it so that they found the right machine.

"St Catherine's is a new academy, one of the first in the state sector to cover 3 to 18-year-olds, and we are moving to one big, new site next year.  We asked Arena to do a print audit for us because our print needs and issues are going to change."

# Storing and protecting critical documents

Arena's own developed **m**store software is helping schools and colleges to scan, organise and store important documents electronically, including student records and coursework. The YPO approved system can integrate with SIMS or your own software, whether bespoke or packaged, making it easy to use and to access information.

Arena has been asking a number of existing education clients about the issues they face relating to the management, control and safety of vital documents in their schools and colleges. The biggest single concern was lack of plans in place to protect records and paperwork from fire or flood.

Some of the problems Arena's **m**store system is solving in education

- Staff CRB checks – the system records and flags up expiry dates, ensuring all records are up to date for audits, including OFSTED inspections

- Compliance – a special needs residential school has a system that allows staff to sign documents electronically offsite to comply with reporting incidents within 24 hours

- Security – records who has viewed information and how often. Different users have different levels of access

- Coursework – students' work is scanned in and saved, protecting it against fire, flood or loss and saving storage space

- Administrative – including HR and accounts

Working together with YPO

# IT support

Arena has its own IT department and team of consultants who can provide and install everything from a laptop to a fully networked system. We can provide general IT support to schools, such as providing back-up to an in house IT department, or taking over the IT function of a school.

Our IT specialists are already part of the team at many of the schools and colleges we work with. For example, where printers are linked to a network or where our own software **m**store is used for electronic document management.

As we have our own in-house experts we can often create a solution to a particular IT problem.

**How we can help**

- Carrying out a free comprehensive IT survey and recommendations
- Supplying and supporting hardware such as PCs, laptops and whiteboards
- Installing and maintaining your complete IT system
- Providing support to your existing IT department
- Designing and installing bespoke software to solve particular problems

## The Grange Comprehensive

**Tina McGuffie,** office manager, The Grange Comprehensive, Runcorn

"We move to a new site in a couple of years and will merge with three primary schools. Space will be really scarce with no room for archiving so we are aiming for a paperless office using Arena's electronic document management.

"Every letter, every email, every document about a student is now scanned in, including transfer documents from a student's former primary school. The advantages are we save space and staff no longer have to leave their desks to retrieve files – it's all at their fingertips.

"It's more secure than a filing cabinet - we can lock down the system, giving people permission to view only what they need to see. And every document is backed up so if we had a fire we could retrieve everything."

# Arena in the Community

At Arena we believe in giving back to our community. Many of our charitable and voluntary activities are focused on helping children and young people. Some of the ways we help

- Arena is the main sponsor of the Jane Tomlinson's Arena Group Junior and Mini Fun Run and pays for the entry fees of every one of the 1,100 youngsters taking part

- Through partnerships with Barnados and Leeds Ahead our employees have helped schools to deliver enterprise projects and cleared up urban areas

- All our employees are given two days a year to get involved with local charities

- Our Bolton office has set a £5000 donation target to help the Big Bolton Fund in its grant provision for community and voluntary groups

- We match employees' fundraising for charities pound for pound
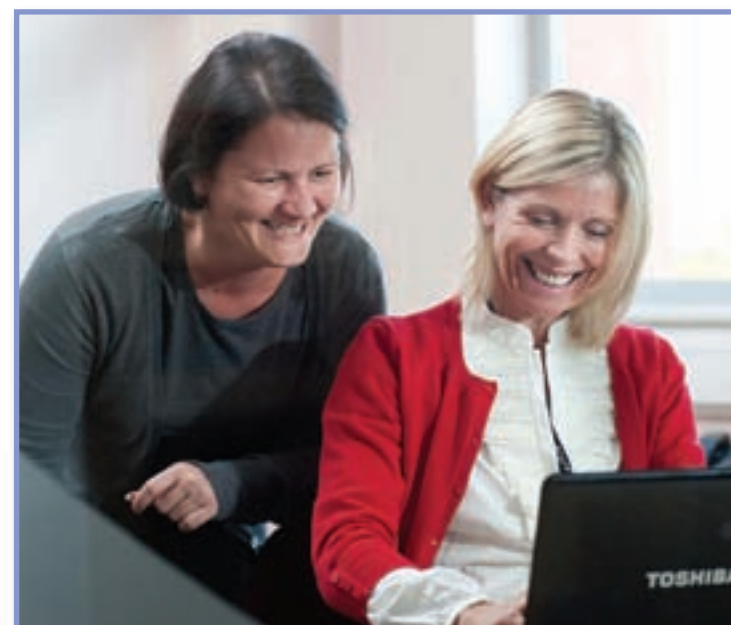
## Feversham College

**Maria Eisner,** finance officer, Feversham College

"As a Muslim girls' school we can't allow men on site until after the students have left. Arena will and have always worked around that. They're really flexible and come at the times that suit us, rather than what suits them.

"Arena has supplied us for 10 years. They are always spot on with price, but we chose them because of their customer service. Whether it's their engineers, their technical support or their sales people, we have never had cause to say a bad word against them."

## Our commitment to excellent customer service

All Arena employees sign up to our **Six Golden Rules** for providing outstanding customer service. From our backroom team that parcel up the toners for your printers to our sales team and service engineers, everyone follows the rules

- **Answer your phone**
- **Don't make promises unless you will keep them**
- **Listen to your customers**
- **Deal with complaints**
- **Be helpful**
- **Take the extra step**



*"The best bit of my job is going out and meeting our customers. It's important to build a relationship with them. We're not simply fixing a machine, but helping a client."*

John Crookes, technical support manager

*"We've gone from one photocopier to a complete document management system from Arena in five years. Arena are so amenable and helpful. I give them a problem, they go away and do their research and present me with a solution."*

Tina McGuffie, office manager, The Grange Comprehensive, Runcorn

## Arena's apprenticeship programme

Our commitment to education extends to our own employees and we have run an apprenticeship programme to train our service engineers since 1994 . The five year apprenticeship combines training in the latest technologies with customer care skills.

Technical support manager John Crookes joined Arena's Apprenticeship programme 10 years ago straight from school after his GCSEs.

He supports a team of engineers and is still on the road himself.

"I've grown up at Arena. I joined the apprenticeship programme at 16, not really knowing what I wanted to do. But it was clear that I could progress here and there were good incentives to encourage me."

21-year-old Craig Russell joined Arena's apprenticeship programme just over two years' ago.

"We get the very best training, including the chance to learn from big manufacturers such as Toshiba and Kyocera. Being able to work on the very latest machines is a real help with my job."

## Settle College

**John Smith,** ICT network manager, Settle College

"I've used Arena for more than 10 years at different schools and I really rate them. I like the approach of their salesmen – they're not pushy – and the quality of goods and after care is really high.

"Where possible they always send the same engineer – he understands us and he knows the pressure we are under. As a Technology College our print needs are always increasing in volume and complexity and we can't afford to have downtime. The machines we have from Arena are efficient and reliable but if we do have any problems the engineer is out promptly and repairs the machine quickly."

*"We have Eco School status so it's important to us that our copiers and printers are energy efficient."*

*John Smith, ICT network manager, Settle College*

# Sustainability

Arena helps schools, colleges and universities in a number of ways to be eco-friendly and to achieve sustainability and low carbon targets

- Energy efficient printers and copiers that use less power and have sleep modes
- Flexible software that ensures staff and students only print what they need
- Machines that print on both sides of the paper
- Electronic document management system that scans, stores and organises critical documents rather than paper filing
- We can take away and recycle your old equipment

DREW KEAN
RNING CENTRE

*"Leeds Trinity has a carbon management plan that aims to reduce CO2 emissions over five years. It is really important to us that we buy products and services that are energy efficient in line with our goals to be a sustainable campus."*

*Julie Orange, publication services supervisor*
*Leeds Trinity University College*

## About Arena Group

Arena Group is an award-winning copier, printer, IT and electronic document management business with five offices employing 130 people across the North of England.

- Sunday Times 100 Best Small Companies to Work For
- Yorkshire's Best Company to Work For
- Winner, British Chamber of Commerce National Award for Excellence in Customer Service
- Winner British Chamber of Commerce National Award for Excellence in People Development

To find out how Arena can help your school or college call **0844 863 8000**

Arena Group Armitage House Thorpe Lower Lane Robin Hood Wakefield WF3 3BQ
Tel - 0844 863 8000  Fax - 0113 2880671
E-mail : info@arenagroup.net
www.arenagroup.net

*Arena Group is a leading business in photocopiers, managed print services, IT and electronic document management.*

*We provide the hardware, software and service support that organisations need to copy, print, scan, distribute, archive and retrieve their documents.*

*Our aim is always to help you reduce costs and make your organisation more efficient.*

To find out how Arena can help your school
or college call **0844 863 8000**