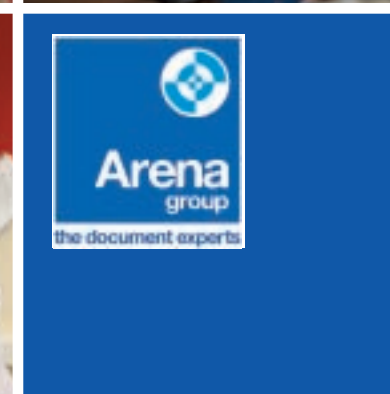


“The challenge is to continue to provide high quality education and a great student experience within new budgetary constraints”

Julie Orange, Leeds Trinity University College

Arena - in education



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 have made an annual saving of £100k – 25% of our overall annual print and copy budget - and our staff are more productive because they spend less time managing supplies and maintenance.”

Carolynne Thurlbeck, Head of Administration, MIS and Exams, Barnsley College

Arena in education

Arena has been working within the education sector for over 20 years, serving a varied and growing customer base of over 1000 organisations. We supply consultancy, hardware, software and services to address a broad range of requirements relating to every aspect of document management.

Arena can supply products from one basic desktop printer to a complete managed print service equipped with technology to put you fully in control of activity and costs. We also develop our own software for electronic document management and provide bureau services to take care of secure scanning and destruction of paper documents.

This comprehensive portfolio, combined with our expertise and experience, enables us to review and improve single elements of your existing document management system or address the way you work with documents across the board. The core benefits at the heart of our offering are always the same:

- Cost reduction and control
- Maximised efficiency
- Increased sustainability





“Arena has supplied us with sound products and very reliable service. They are always friendly and polite and their engineers show real expertise when they visit us.”

Matt Dovey, IT Manager, Kesteven Grantham Girls School

The right solution for you

From the document experts

We can work with you to address just one single element of your document workflow, or review and improve the way you work with digital and paper documents as a whole.

Our team is experienced in the successful design, project management and installation of systems that range in size and complexity. Our approach begins with a comprehensive audit to identify areas for improvement.

We can work with you to integrate technologies. Making your print and copy strategy more accountable and digitising paper-driven processes introduces more efficient, sustainable and cost-effective ways of working.

Arena is a GPS accredited provider, meaning that our document audit practices and techniques have been comprehensively assessed and approved.



Bradford Grammar School

Ian Findlay, Bursar

“I would certainly recommend Arena to be a strategic partner. They have trustworthy expertise in their field and this, combined with their understanding of our business, has transformed the way we work with documents. Arena has delivered so many positive outcomes that we wouldn’t have been in such a strong competitive position without them.”

“Arena helped us review our document processes and identified areas for improvement and cost reduction. Through addressing one issue at a time we have been able to manage each project separately so that we were not faced with the daunting task of dealing with everything all at once. Each time we have started out with an aim in mind, such as speeding up a specific process or reducing wasted print jobs, but we have also seen additional benefits resulting from our efforts.

Arena has worked with us on our print and copy strategy, introducing a managed print service. Our focus here has been on making sure we have machines located where they are needed, greater transparency and reduced waste. We know exactly how much we’re spending and Arena takes care of toner, consumables and maintenance. With so much going on in school each day it is reassuring to know that our print and copy system works, is reliably maintained and delivers good value for money.”

In addition to this, Arena is working with the school to reduce the amount of paper records held in storage and speed-up back office processes. “We were previously overrun with paper and properly managing our print and copy strategy is really just the first step in tackling this. Arena is very knowledgeable about the legal obligations surrounding records management in schools and their mstore software is developed specifically to address our challenges. The financial benefits are significant and we have reduced our paper consumption even further. We have cleared storage space through shredding our archives and, in doing so the risk of damage and loss to our records has been minimised.”





The evolving education landscape

The UK education landscape is rapidly changing as schools convert to Academy status. The government hopes that all primary and secondary schools will eventually convert and take advantage of the freedoms on offer.

Converting and successfully running a school outside of local authority control requires extensive preparation and change.

Academies are wholly responsible for their financial, legal and HR processes and obligations as well as school facilities, buildings and grounds. Records management plays a major role in this and reliable advice and support is essential to make the switch with minimal disruption.

Arena is experienced in helping schools to manage their documents at all stages of transition. We can assist those considering conversion, in the process of converting or already managing an established Academy.

Horizon Community College

“On move-in day everything was installed and ready to go, it was a weight off my mind! The install was large and complex but it was completed on time and without any major problems. I would certainly say that Arena is a trustworthy expert in the field of document management.”



“Arena took a lot of the stress out of our move into what is a very large new building. We have one of the largest BSF Academies in the country, accommodating 2100 students aged from 11 – 16 years.

Arena was recommended by seven other schools in the borough and this made them easy to choose. They are also based close by, just down the motorway and their prices are good. We met with them and they listened to our requirements, gave us sound advice and quickly took on board what we needed. They made sure we had the right combination of machines and software to meet our needs within our budget.”

Brett Webster,
Strategic ICT Manager



“We used to run out of toner cartridges all the time. Now, thanks to 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

Why choose Arena's Managed Print Service (MPS)?

- **The right mix of devices, placed only where needed**

We consider your requirements in terms of;

- Cost
- Convenience
- Demand (document types and volumes)
- Security

- **Greater accountability and control over print and copy**

- Report on output, user activity, volumes and costs
- Allocate costs to specific users, projects or teams
- Print and copy quotas for departments or individuals
- Defaults to reduce one-sided, colour and waste output

- **Remote monitoring of devices**

- Automatic toner replenishment and service calls
- Liberated storage space - no stock of toner and supplies
- Reclaimed time

- **Transparent billing**

- One fixed monthly cost for all imaging – no surprise bills

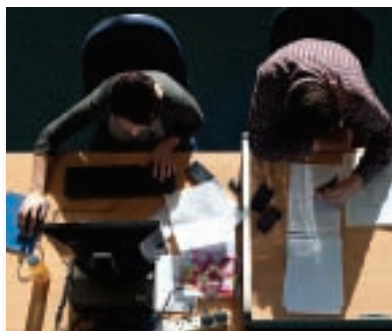
- **Sustainable print and copy**

- Arena can recycle your old printers
- Energy efficient machines – with the option of carbon offsetting

Print - the hidden costs

Print is often an uncontrolled cost – and can be a significant headache. Our free print audits in dozens of schools and colleges showed;

- **Schools stockpiling toner and supplies worth thousands of pounds ‘in case they run out.’**
- **An independent school had three times the number of printers they thought they had.**
- **Many schools storing old toner and parts for printers that had been thrown out 12 months earlier.**

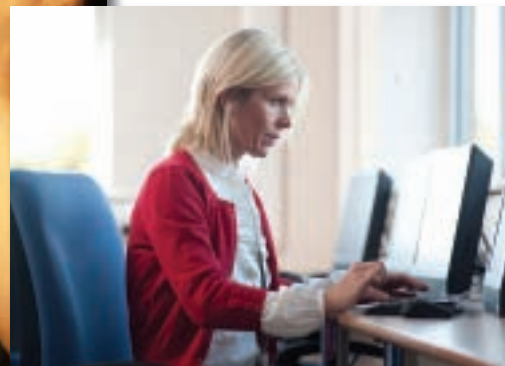


“We were impressed with the professionalism shown by Arena and their ability to constantly adapt the proposed MPS solution to meet our ever changing requirements! The installation of all equipment was carried out efficiently on the agreed date and with the minimum of disruption to the normal school day.”

Jon Holt, Bursar, All Saints' Catholic School

North Huddersfield Trust School

“It’s our students that are at the heart of the school and the high quality printers supplied by Arena serve as a great asset in enhancing our learning resources.”



“We were struggling with the management of various makes and models of print and copy machines, including some costly inkjet printers.

Arena’s managed print service is delivering numerous benefits and capabilities that we didn’t have previously. Staff members release their print jobs using a key fob that identifies them to the printer and this enables us to report on user activity and print volumes to see exactly what the costs are. This results in a reduction in the amount of unnecessary, wasted and uncollected pages which, when combined with new defaults that limit colour usage and restrict single-sided printing, makes a substantial cost saving.

Arena receives an alert when toner is running low or when a machine needs servicing, removing the need to buy print consumables such as spare toner supplies. This cuts out the need for extra storage space and saves us valuable administrative time.”

**Glenda Wilson,
IT Network Manager**





“mstore is delivering considerably more value than we initially expected and is being used for a number of day-to-day operations in addition to document archiving. The service and expertise we have received from Arena has been second to none.”

Jamie Ward, Network Manager, St Cuthbert's Roman Catholic Business & Enterprise College

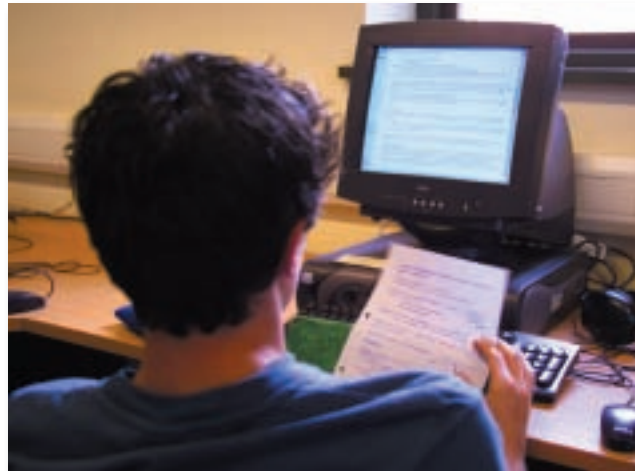
Electronic document management

Robust processes and systems are crucial for compliance with increasingly rigorous regulations surrounding document security and retention in the education sector.

The issue is intensified in new BSF facilities where the learning environment is prioritised and space for storing paper records is scarce.

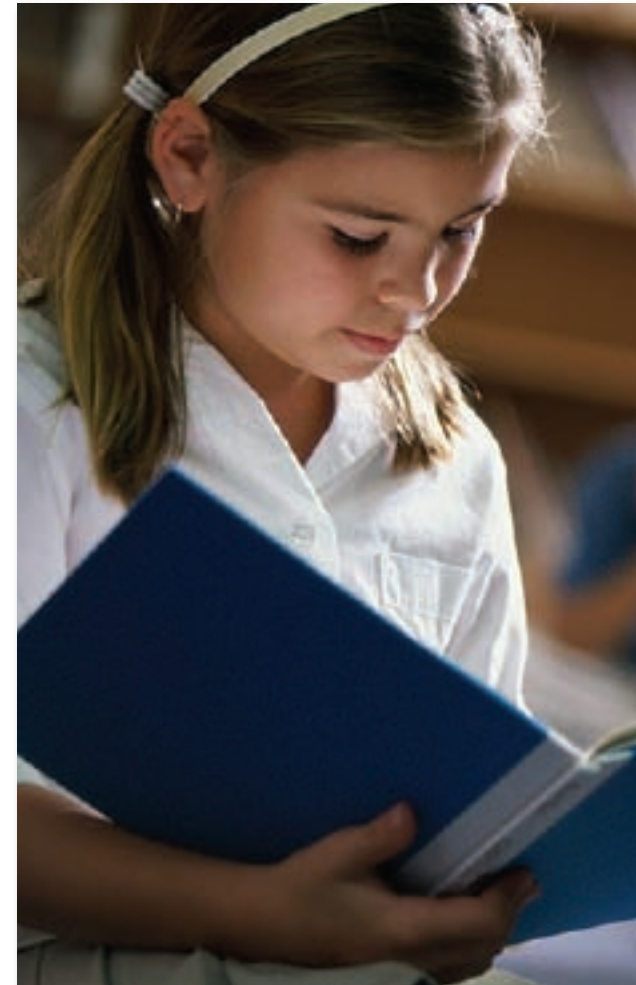
Developed in collaboration with UK schools, Arena's own **mstore** software for electronic document management addresses unique challenges faced by educational establishments dealing with records governance.

Education providers across the UK are enjoying a host of benefits including increased space, greater transparency, faster processes and improved safeguarding and security.



“mstore will deliver excellent value for money - I have already recommended it to other schools. It handles every aspect of document management that a school could need while still offering an affordable solution. A one hour demonstration will be all it takes to convince you!”

*Jacqueline Waters,
Director of Business and Finance, Appleton Academy*



“mstore has made the processing of our pupil records much more efficient. We’ve gained valuable time and storage space, we are dealing with less paper and we feel confident that our documents are very secure. The procurement process was made all the easier by the professional approach of the Arena Sales Team and the after sales support has also been first-rate.”

Ian Parnaby, Business and Community Leader, York High School



Highfields School, Wolverhampton

“We made a very good decision when we purchased mstore and we have recommended it to other schools in our local area - they are now using it too.”

“Before moving to a new BSF building we needed to clear our paper document archive. Arena appreciated our need for urgency so they installed mstore and provided us with training remotely via an online link. We didn’t need to buy any additional hardware and got a group of staff scanning documents straight-away. We are getting through our archive at an impressive speed, the software is really easy to use and has given us real value for money.”

Antony Gouldstone
School Operations Manager

Durham Trinity School

A Special Educational Needs School



“Within the next year we will be managing all of our documents entirely in electronic format and this will make our move into new premises much easier. The new building will have much less storage space and this was the main motive for reducing our reliance on paper and our document archive. Clearing our filing cabinets has already created enough space to accommodate a new staff member and we are really happy with the way mstore is transforming the way we work with documents.

mstore was fast and easy to install and it works with our existing IT systems and software, including SIMS. We didn’t need to replace anything or learn how to use an entirely new system and the software is really straight-forward to use. We can save and retrieve files quickly and safeguarding is enforced more easily too. Everyone has their own login details and access rights - so sensitive documents are protected and we can audit user activity if we need to.”

(SEN) schools must process, store and manage a higher volume of paper than other schools, whilst complying with additional regulations surrounding the safeguarding of information and records management. “Arena is very familiar with the legal obligations surrounding records management in schools and we were confident from the start that they could help us to achieve our goals whilst remaining compliant with all of the rules. The service has been great, we have had no complaints and I have even referred other schools to them.”

Alison Jefferson,
Business Manager

Hassle free digitisation and archiving

Converting paper documents to electronic format can make them easier to access and use whilst also offering added security and protection from damage or loss. Arena offers a secure and speedy service for archive scanning at competitive prices. Besides the obvious benefit of significantly reducing your storage needs, wider benefits include:

- Efficiency savings – less time spent looking for documents
- Cleared space and a better working environment
- Mitigated risk of loss or damage to paper records
- Reduced filing errors
- Contribution towards your sustainability goals
- Using our specialist service negates any need for you to invest in staff or hardware for in-house scanning.

How our Bureau Service works

We scan mono and colour documents ranging from receipts to A0 size documents. Index data such as bar codes can be added for easy retrieval.

COLLECT

We collect your files using our own fleet of vans, store them securely and complete the scanning at our site to minimise disruption to you.

Large archives can be tackled in stages or as regular collections with no bulk capital outlay - we only charge as each stage of work is completed



PAPER FILES: RETURNED TO YOU

Paper documents are packaged as received (minus any fastenings), and returned to you

OR DESTROYED

We can securely shred, pulp and recycle your paper files.



APPROVAL

Digital files are quality checked before we seek your final sign-off.



PREPARE

We remove folders, fastenings, clips and staples from the paper files. Blank page removal software means you only pay for the information you need.

If you need access to the files whilst we're processing them, we can offer an urgent retrieval service.



DIGITAL FILE CREATION

Transfer for storage in your own copy of **mstore**

DVD/USB, encrypted for secure data transfer

mstore Hosted Service:

Our secure online document repository provides 24/7 access from anywhere with an internet connection.



Arena supplies your documents to you in electronic format, most commonly PDF.

File structures can be specified to meet your requirements.

The digital files can be passed to you in various different ways.



Crown Hills Community College

"Arena has helped us enormously; their service has been efficient and reliable."

"We tasked Arena with scanning our finance records which we must retain for six years. They collected three years' worth of paper files; everything was signed for as security and confidentiality is important to us.

A mixture of document types were processed, including paperwork with carbon copies attached and pages fixed together. Arena prepared all the documents for scanning, removing staples and clips, before packing the original paper files neatly and returning them to us. The digital files were delivered to us in good time - we were really impressed by the speed of the service.

Although it is unlikely that we would need to retrieve an invoice from 2005, we have peace of mind that it is there in electronic format if we need it - and we can safely dispose of the paper copies to free-up space."

Isobel Pearce,
Business Manager



“We’ve been working with Arena for around 9 years now, mainly because of their high service standards. We always get a friendly reception and, when we need them to, they go the extra mile - bringing us toner and supplies at short notice or staying with us for as long as it takes to get a printer back up and running. I would certainly recommend Arena to other schools.”

Kim Bramley, Reprographics, Assistant, Walton Girls High School

Arena’s apprenticeship programme

Our devotion to education extends to our own employees and we welcome apprentices across the business to work with us whilst obtaining recognised qualifications. 17-year-old Amy Cheung is an apprentice working in Arena’s administration team;

“After college I wanted to be working and earning whilst I continued to study - instead of being stuck in a classroom. My job at Arena is varied as I am given opportunities to train in different areas of the business, such as finance, which makes the work really interesting.”

We have run our own apprenticeship programme to train our service engineers since 1994 . The five year apprenticeship combines training in the latest technologies with customer care skills, ensuring that our apprentices gain the specialist skills we need to keep pace with evolving technology. Apprentices have proven to be extremely loyal to Arena Group, many progressing into senior positions within the company.

Our Commitment to customer service

98% of our clients would recommend us.

Arena was founded over 20 years ago and many clients have remained with us since day one. When we ask them why, they tell us that their continued loyalty is a result of our reliable service and trusted expertise. Arena employs a team of Customer Relationship Managers who are dedicated to liaising with clients and ensuring that we maintain our high service standards.

“Our admin team manages the maintenance of our printers and copiers. I very rarely hear from them about any problems and this speaks volumes about the good quality of service we receive from Arena. The Customer Relationship Managers add a lot of value too, they are in regular contact to check that Arena’s service standard is high and that all our requirements are being met.”

Tim Marsh, Business Manager, High View Primary Learning Centre



“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



All Saints Primary School, Bradford

“Even though Arena is much, much bigger today, their style still remains the same and we like that. I think that’s why they have continued to grow and enjoy great success.”



“Arena’s MD made a cold call to our school 21 years ago and it was great to see someone really passionate about their business and for doing things differently to the norm in their industry. We liked their style – small company, just starting out, not pushy, good product knowledge - so we signed up! As it happens, we were right and we still work with them to this day.”

Margaret Heaton, Office Manager, All Saints Primary School, Bradford

“The standard of value and service we receive from Arena is evident in the fact that we have worked with them for over 20 years.”

Steve Ellis, Deputy Head, Chellaston Academy

“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

Arena in the Community

We believe in giving back to our local communities. Arena employees are encouraged to take two annual working days to volunteer in community or charity projects. Activities we support include;

- Sponsorship of Jane Tomlinson's annual Arena Group Junior and Mini Fun Runs, funding entry fees for every young participant.
- Our volunteers help with activities such as painting, gardening and hosting of events in support of vulnerable communities.
- We attend events in local schools such as careers days.
- Our staff host fun-days to raise money for national charities such as Comic Relief and we match fund their efforts.



Sustainability

Arena helps you in a number of ways to be eco-friendly and to achieve sustainability and low carbon targets.

- Energy efficient printers and copiers. Ask us about our carbon zero devices that offset the emissions associated with procurement, manufacturing, logistics, servicing, spares, consumables, paper and power.
- Technology controls print and copy volumes, colour usage and waste.
- mstore for Education and Bureau Services enable you to dispose of your paper archive and digitise your paper-led processes.
- Removal of old equipment for recycling





Feversham College



“As a Muslim girls’ school we can’t allow men on site until after the students have left. Arena has 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.”

Maria Eisner, Finance Officer

Arena Group specialises in hard copy and electronic document management.

We provide the hardware, software, service and expertise that enables organisations to cut costs, improve efficiencies and become greener.



The Arena Group
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Thorpe Lower Lane
Robin Hood
Wakefield
WF3 3BQ

Regional sites:
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- Chesterfield
- Huddersfield
- Leeds



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Silver Midmarket Solution Provider
Silver Server Platform
Silver Desktop