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Case Study



Client benefits close-up

- For more than six years, since the first outsourcing contract started, the CSDL has enjoyed **annual operations savings of at least \$400,000** through outsourcing of its reprographics services to Xerox.
- Equipment optimization and network integration **reduced printing costs by more than 50%** for laser printing and **faxing costs by at least 50%**.
- The CSDL takes advantage of **optimum volume printing management**, resulting in an opportunity to **reduce paper consumption by more than 50% in schools and service centres, using duplex functions**.
- Colour printing contributes to **improved learning and greater knowledge retention**.
- **Telecommunications costs have been significantly reduced** through the use of FlowPort software.
- Xerox software solutions enable teachers to **share their ideas** and know-how while **developing collective skills**.

Xerox at the Heart of School Board Knowledge Sharing



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Documents are at the heart of the learning process at the Commission scolaire de Laval. The CSDL is the second largest school board in Québec, with 44,000 students and 5,000 staff members, including about 2900 teachers, at 150 points of service. It generates one of the largest print volumes – 90 million impressions per year – of any organization in Canada.

CSDL managers are motivated by a common vision of learning and technology. “We want to create an environment that fosters learning and knowledge sharing through technological tools,” says Marc Larose, Director – School Organization and Transportation Service.



The Challenge

Xerox is responsible for CSDL’s reprographics department and has been a major business partner of the school board since 1996. Cost savings and optimization of document processes are important ongoing goals, but are only part of the long-term plan.

A leader in the use of technology in learning, the CSDL sought to increase its operating efficiency and implement innovative knowledge-sharing projects that would benefit both students and teachers.

The school board wanted a document solution that would improve work quality, facilitate communications and save time, while taking into account the existing technology infrastructure and future improvements.

“Our goal is to develop a culture of sharing and communication,” said Céline Loslier, Course Adviser. “Knowledge sharing within the learning community is a learning challenge that must be supported by the new technology.”

Because of budget cuts across the educational sector, the CSDL had to be very creative in its approach. Xerox played a key role, offering a customized partnership solution that included hardware, software, training and support.

“Together with price, the vision, partnership and training were very important criteria for us,” said Larose. “The Xerox team really understood where we wanted to go. They offered us the most innovative overall solution at a very competitive price.”



The Xerox Solution

Xerox installed multifunction Document Center 440, 460 and 416 products in CSDL schools. For the board’s Computer Centre, Xerox installed DocuTech 6100 and 6135 Production Publishers, a DocuColor 12 colour printer, a Xerox 5900 high volume copier and a Xerox 5090 copier. Document operations at the Computer Centre have been outsourced to Xerox.

“Xerox gives us equipment quality, service quality, and technology too,” Larose said.

The solution also involved Xerox software as part of the CSDL’s mandate to enhance learning and knowledge sharing. The software included:

DocuShare – With DocuShare, the CSDL launched an innovative project known as “My School.” This information sharing concept is supported by Xerox tools, making it possible to share knowledge, build intelligence and develop collective

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skills across various locations, via the Internet. Teachers can access virtual folders to store their documents, while school activity schedules, for example, are displayed in areas reserved for students. DocuShare allows users to manage the distribution of their documents. Users decide on the knowledge sharing level.

FlowPort – With FlowPort, a software solution that incorporates paper documents into groupware, email, messaging and document management systems using a scanner, the CSDL takes full advantage of its highly advanced fibre optic infrastructure by allowing the transmission of documents (in-house faxes) and email messages without a computer, optimizing the use of multifunction devices instead.

DigiPath Professional – The centralized reprographics department uses DigiPath Professional, a digital production software, with expert capabilities in scanning and makeready, Web functionality, document library storage, and production printing.

