

## Case Study

# Manukau Institute of Technology



### BACKGROUND

Manukau Institute of Technology is one of New Zealand's largest polytechnics, with approximately 18,000 students, 7,500 of whom are full-time.

### THE CHALLENGE

MIT wished to provide services across all eleven campuses in a coherent and unified fashion, with the same user experience anywhere, for both students and staff members.

### THE SOLUTION

Ricoh integrated solutions allowed for ease of access and usage for users across a range of services including:

- Printing and scanning
- Access to buildings
- Management of payments account
- Directory and security

### WHY RICOH?

"MIT has been working with Ricoh for well over a decade. In that time the relationship has changed from a vendor and transactional relationship to a trusted partner and strategic relationship," says John Holley, Head of ICTS.

**We will continue to explore ways to reduce our costs, better print optimisation and enhance the student experience here at MIT.**

*John Holley, Head of ICTS  
Manukau Institute of Technology*

### BENEFITS

- **Improvement of business processes**  
"Ricoh allowed us to do true cost apportionment across our faculties and departments based on real-time usage," says John Holley.
- **Tangible benefits**  
"We've seen a 20 per cent reduction in our print costs, a 15 per cent reduction in our print volumes and a managed service that requires less input from my staff and less effort from staff across the organisation."
- **Creating a strategic relationship**  
By forming strategic relationships, rather than transactional ones, Ricoh can help customers to better understand what their technological needs are and where investment will yield the best results.
- **Future proofing**  
Ricoh is committed to providing services that not only provide immediate benefits for institutions like MIT, but also allow for innovation and flexibility in the future.
- **Making student life easy**  
"Allowing printing from any device has helped to maximise the ease of use for students and staff, as well as negating the need to provide and maintain a fleet of workstations."

