

Optimising Print Fleet through Cost Intelligence

The client

A large Victorian tertiary education institute with multiple metropolitan campuses and approximately 41,000 students annually engaged ERA Group to review its Multifunction Device (MFD) and reprographics expenditure.

Annual spend across impressions, consumables, relocations and device services was substantial, with impressions accounting for the majority of expenditure. While reducing costs was an important objective, maintaining service quality, compliance and operational continuity remained critical.

The challenge

The institute operated a fleet of 124 MFD devices across multiple campuses. However, print volumes and device utilisation were trending downward, with 94% of printing initiated by staff rather than students. Overall fleet utilisation was well below industry norms, while legacy device specifications no longer reflected current usage patterns.

The institute also needed to determine whether its existing on-site concierge model remained justified and evaluate both State Purchasing Contract (SPC) and commercial contract options.

The challenge was to identify meaningful savings while ensuring any changes maintained required service levels, functionality and compliance standards.



The solution

ERA Group applied its structured Cost Intelligence approach, combining independent market validation, competitive tension, transparent financial modelling and a weighted non-financial evaluation.

Through detailed analysis of click costs, capital expenditure, utilisation patterns, concierge services and print management software, ERA identified where value was being created and where unnecessary costs were occurring.

This analysis enabled the institute to take targeted action, including optimising its fleet configuration, recalibrating demand forecasts and selecting a contract structure better aligned with future usage requirements.

The result

ERA Group generated 52.1% savings, equating to more than AUD \$162,322 annually.

Beyond the significant financial savings, the project delivered substantial operational and sustainability benefits, including reduced virgin material usage, greater use of recycled raw materials and lower embodied carbon impact by extending device life and reducing unnecessary capital replacement.

The institute also achieved lower CO₂ emissions through reduced device energy consumption and technician travel, optimised duplex printing to decrease paper consumption, and reduced toner and packaging waste through higher consumable yields. The project also improved alignment with government environmental procurement frameworks while maintaining service levels, functionality and compliance standards.

Through the Cost Intelligence solution, the institute established a foundation for continuous improvement, including sustained operating cost reductions, structured monitoring of utilisation and print behaviour, and reduced reliance on on-site technical support through improved technology.

