



CASE STUDY

Long-Term Technical Partnership in Managed Print





Background

Villiers High School is a large secondary school based in Ealing, London. XMA has provided managed print services to the school since the summer of 2016. This latest agreement marks the third consecutive contract between the two

organisations, following two previous successful hardware refreshes. The partnership is built on technical reliability and a shared understanding of the school's operational environment.

The Solution

The school required a modernised print fleet to support its high-volume document needs. XMA delivered a Managed Print & Document Service (MPDS) that includes the management of 33 Kyocera multifunction devices (MFDs). The fleet consists of 21 A3 machines with various specifications and 12 A4 machines. Under the MPDS framework, XMA can add or replace

hardware mid-contract to ensure the school's requirements are always met. The hardware is managed via PaperCut MF software, which synchronises with the school's Active Directory. This allows XMA to monitor device health and maintain uptime without requiring access to the school's primary IT systems.

Key Features

Budget Management: Integrates with ParentPay, allowing parents to top up student printing budgets directly.

Digital Workflows: Enables direct scanning to Email, OneDrive, and Google Drive.

Departmental Oversight: Provides clear reporting on print usage and costs by department.

Cross-Platform Support: Compatible with mobiles, tablets, and Chromebooks



"Our continued work with Villiers High School shows the value of a long-term technical relationship. By understanding their specific workflows, such as their use of Chromebooks and ParentPay, we can provide a service that works for the school rather than one they have to work around."

Joe Clayton, Account Manager, XMA

Implementation and Sustainability

XMA adapted the deployment to meet the school's specific schedule. Because delivery was not possible during half-term, the engineering team completed the installation over four days across separate weeks.

To support circular economy principles, the majority of the old hardware was returned to HP Financial Services. There, the old units were data-wiped and either reused or disposed of through certified, secure channels.



"The technical infrastructure at Villiers is now both robust and proactive. We have implemented a system that gives the school full departmental oversight of their costs while ensuring every student and teacher has the tools they need to print and scan securely."

Oliver Netherton, Technical Solutions Manager, XMA



Outcomes

Improved Reliability:
The refresh of 30 out of 33 machines ensures the fleet uses modern, long-life components to minimise downtime.

Administrative Efficiency:
The ParentPay integration removes the manual burden of managing student print credits.

Proactive Support:
PaperCut MF allows XMA to identify and resolve technical issues before they impact staff or students.

Secure Digital Transformation:
Staff can now use secure cloud scanning to move away from paper-heavy administrative processes.

Data Security:
Certified data wiping of legacy hardware ensures the school remains compliant with GDPR requirements.



"I've partnered with XMA's print management solutions for over 15 years, successfully rolling them out across multiple education sites and they continue to set the standard."

When you're managing a mission-critical service like print, you need more than just a supplier, you need a partner you can trust. XMA combines deep technical expertise with a clear understanding of what truly matters in day-to-day operations, consistently delivering outstanding results.

From proactive sales support to seamless technical delivery and reliable ongoing service, they make the entire process effortless. Their consistency, responsiveness, and attention to detail are exactly why they continue to earn our business year after year.

If you're considering XMA or they're part of your next bid, I'd strongly recommend taking a closer look, you'll be partnering with a team that genuinely delivers."

Ian Serrão, Data Protection Compliance & Network Manager, Villiers High School





Expert Print Solutions, Tailored to Your Organisation

XMA's MPDS team provide the expertise and the resources to deliver the perfect solution for your organisation. No project is too complex, no solution too big. If you are looking for your next print refresh, or simply want to discuss your print and document options, talk to XMA at enquiries@xma.co.uk.



 If you want to discuss Managed Print Services by XMA, get in touch.



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