

CASE STUDY

Oxfordshire County Council



The Customer

The Oxfordshire County Council in Southeast England employs more than 6,000 people in over 290 schools including 12 nursery schools, 234 primary schools, and 34 secondary schools.

The Challenge

Printing issues were a major problem with many support calls. Duncan Ledger, SIMS Support, had to load all drivers onto the servers, however drivers were conflicting. Printouts were coming out in wrong locations potentially compromising student data confidentiality. Drivers were repeatedly hanging and disrupting the servers. Duncan was spending 2-3 days a week updating drivers and rebooting servers. Hoping to resolve the problems in-house Duncan tried to eliminate problem printers in the user base. He also worked with Microsoft on a case file, but came to the conclusion that a third-party solution needed to be identified.

The Solution

ICT reviewed a variety of potential solutions. triCerat met the criteria of working out of the box and being easy to deploy to schools hence they went with a trial. Duncan downloaded ScrewDrivers and it worked right away. Seeing that the software proved to be effective, Vanessa Chapman and Duncan Ledger stated their case to the head of ICT, who was apprehensive in stating that "implementing yet another software package would only add another level of complication". Armed with piles of data and logon issues they were able to get the go-ahead. Oxfordshire County Council implemented triCerat's ScrewDrivers software in November 2006.

The Return on Investment

Oxfordshire has seen support calls reduced from 20+ a day to an occasional call in regards to printing. Teachers are entering attendance directly into the system, eliminating the need for paper based attendance sheets and support staff manually entering the data later. The Oxfordshire County Council has seen considerable success, so much that neighboring councils have inquired about the solution process.



**OXFORDSHIRE
COUNTY COUNCIL**

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Customer's Challenge:

- Widespread printing issues due to over 300 makes & models of printers in use
- High volume of support calls related to printing
- Substantial support staff resources spent on resolving printing issues
- Eliminate print driver conflicts that were shutting down the servers

Benefits Delivered by triCerat:

- Improved printing performance
- Support calls drastically reduced
- Enhanced productivity
- Greater number of teachers effectively using the system
- Time used by ICT employees spent more efficiently

"If we hadn't overcome the printing problems, I don't think we would be running a successful system now. It's as simple as that."

– Duncan Ledger, SIMS Support, Oxfordshire County Council