

CASE STUDY



All Saints Multi Academy Trust Transforms Print Services to Enable High-Quality Learning Experiences

All Saint Multi Academy Trust has transformed its print services with Printix, supporting its cloud strategy and enabling exceptional experiences for teachers, staff, and students. The fast-growing organization is currently printing almost 100,000 pages per month through the solution. By eliminating delays and boosting reliability, All Saints Multi Academy Trust reduces stress for users and helps them work to their full potential—all while cutting helpdesk tickets by 96% and saving thousands of pounds a year.



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Promotes
Greater Employee
Wellbeing



96%
Reduction in Helpdesk
Tickets



£10,000
Per Year Operational
Cost-Savings



“
The biggest difference that Printix has made is to our users’ wellbeing. From our teachers to our IT technicians, anything we can do to alleviate stress is highly worthwhile and contributes to our mission: enabling success for all.”

David Allerton, IT Manager,
All Saints Multi Academy Trust

REQUIREMENTS:

- Enable reliable print services for a rapidly expanding group of academies
- Integrate seamlessly into the organization's cloud strategy
- Meet the diverse needs of different user groups: teachers, staff and students
- Improve the user experience by reducing print costs and delays

PRODUCTS IN USE

Printix

BENEFITS

- Enhances wellbeing for staff and teachers by boosting the reliability of print services
- Prints approximately 100,000 pages per month and counting with zero technical issues
- Decreases helpdesk tickets by 96%, demonstrating greater user satisfaction
- Cuts costs by £10,000 per year, redirecting investment to other services

Challenge

All Saints Multi Academy Trust is a fast-growing group of high schools and primary schools in Northwest England. To deliver outstanding learning experiences and student outcomes, the trust aims to unlock economies of scale in back-office operations such as IT—enabling it to drive cost-savings and boost investment in front-line services.



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**David Allerton, IT Manager,
All Saints Multi Academy Trust**



David Allerton, Trust IT Manager at All Saints Multi Academy Trust, explains: “Our goal is to become a trust of between 20 and 25 schools, and we’re working towards that target quickly. Our growing community of teachers, administrative staff and trust employees all require reliable access to our IT services to work effectively.”

Soon, another six schools will join the trust—and demand for the organization’s centralized IT services is set to increase sharply. In preparation, All Saints Multi Academy Trust migrated its on-premises IT infrastructure to a serverless environment based on Microsoft 365 and Microsoft Azure Active Directory. However, delivering print services in the new environment presented challenges.

“Between lessons, preparation and marking, teachers have little time to spare, so we want to make sure that problems with printing never get in the way of their work,” says David Allerton. “Printing is also important for trust employees, who are always moving between sites and often need to print materials at our schools before meetings. When we moved to cloud, we found that our existing print management tools were becoming less reliable and more costly to operate.”

To solve the challenges, the trust looked for a new approach. David Allerton confirms: “We want to empower our people to focus on teaching students and supporting the organization, not firefighting technical problems. Reliability issues with our previous platform were becoming a source of stress both for teachers and staff, and we knew that finding a new solution would be a powerful way to help improve mental wellbeing in our workplace.”

Solution

All Saints Multi Academy Trust chose Printix to enhance its print capabilities, integrating seamlessly with its cloud strategy and meeting the needs of diverse user groups.

“I discovered Printix and suggested it to our technology partners DMS and Brother UK, who quickly set up a meeting with Kofax,” says David Allerton.

“We like the fact that Printix is designed to be flexible and configurable—it wasn’t like trying to fit a square peg in a round hole, which was the experience we had with our previous tools. It took just a couple of days to set up and test the solution, and it transformed the user experience for the better overnight.”

Today, teachers and administrative staff at All Saints Multi Academy Trust can submit print jobs from any location via Printix Redirector, which are securely routed via the cloud to printers at any school. Teachers and administrative staff can now efficiently and reliably print documents, such as communications for caregivers. Students are also benefiting from the new solution, which enables them to print materials such as art coursework to support their studies. This is particularly important for students from disadvantaged backgrounds, some of whom do not have access to printers at home.

“Even as we expand our digital capabilities, paper will continue to be important to underpin our work,” comments David Allerton. “For example, some of our students come from highly deprived areas and cannot afford digital devices at home, so it’s essential that we can send printed letters to their caregivers. There will always be a requirement for print services, and Printix Redirector is helping us fulfil that need comprehensively.”

Through Printix, All Saints Multi Academy Trust is also gaining deeper visibility of print services across the organization. The trust is using these insights to ensure

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**David Allerton, IT Manager,
All Saints Multi Academy Trust**

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ABOUT ALL SAINTS MULTI ACADEMY TRUST

All Saints Multi Academy Trust is a fast-growing group of UK academies jointly sponsored by both the Diocese and Archdiocese of Liverpool that aims to combine aspiration, inclusion, and service to the community.

ABOUT DMS

Based in Bolton, England, DMS has over 40 years' experience delivering managed print services and solutions to clients across the UK.

ABOUT BROTHER UK

Part of the global Brother group, Brother UK supplies technology solutions and services for businesses of all sizes, focused on documentation, digitization, collaboration, identification and mobile products.

compliance with regulatory requirements, optimize planning and control costs.

"For the first time, we can easily compare print volumes by department or color versus black and white," says David Allerton. "The Kofax solution has been a real eye-opener. Printix could even help us identify and investigate data breaches, as we know exactly who is printing what, where and when."

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David Allerton continues: "We're now exploring how we can build customized reports that combine insights from Printix and Microsoft Power BI. The online documentation for Printix is so accessible and user-friendly that we can deliver new capabilities such as reporting ourselves. We're now very self-sufficient, which means we can respond to new feature requests from our stakeholders faster than ever."

Results

Thanks to Printix, All Saints Multi Academy Trust is empowering its users to work more effectively, supported by seamless, dependable print services. David Allerton elaborates: "The biggest difference that Printix has made is to our users' wellbeing. From our teachers to our IT technicians, anything we can do to alleviate stress is highly worthwhile and contributes to our mission: enabling success for all."

One indicator of the project's success is the dramatic reduction in support tickets. In fact, David Allerton believes that the effect on user satisfaction is even bigger than the numbers suggest.

"Our helpdesk received 123 support tickets from the start of term until we rolled out Printix," he explains. "From then until the end of the year, they received

just five. I think the number of support tickets represents the tip of the iceberg, as we know that many users weren't reporting every failed print job. Since we introduced Printix, our print services have been working flawlessly. For our teachers and technicians, taking away the stress of dealing with so many technical issues has had a big impact on satisfaction and mental wellbeing—it's improved their work lives massively."

All Saints Multi Academy Trust is also seeing a positive impact on its operational costs. By boosting efficiency, the Kofax solution is helping the trust make its budget go further, benefiting the communities it serves.

"We estimate that Printix is enabling savings of £10,000 a year," confirms David Allerton. "It's also helping lots of our users work more productively by eliminating print delays. It has made my job easier by automating some of the reporting I used to have to put together manually. Finally, it's highlighting areas where we can reduce print costs—for example, by switching from color to black and white."

As All Saints Multi Academy Trust embarks on the next phase of its expansion, Printix will provide scalable, easy-to-deploy print services to serve a growing community of users.

David Allerton adds: "Currently, we print approximately 100,000 pages a month with Printix, with zero performance issues. And when we start bringing new schools into the trust, the solution will really come into its own. We have two new high schools and a primary school joining in the next few months, and I have no doubt that moving them to Printix will be a seamless process."

He concludes: "I don't give product recommendations lightly, but I recently referred another trust to Printix. The Kofax solution is rock solid, and it's delivering excellent reliability for All Saints Multi Academy Trust."

[Learn more about Printix](#)

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