

Case study

Reliable, cost effective Printing for, Palm Beach Currumbin State High School



Overview

Palm Beach Currumbin State High School (PBC SHS) is a leading public school in Queensland, Australia, known for its excellence in the arts and sports, alongside a strong academic foundation. Located on a stunning 35-acre campus at the southern end of the Gold Coast, PBC serves over 2,600 students from Years 7–12. The school offers outstanding facilities across marine studies, performing arts, STEM, and vocational training—all underpinned by a strong school culture of effort and achievement. With over 250 teaching and non-teaching staff, the need for a robust, cost-effective and reliable print solution was critical to support daily operations, student resource delivery, and school-wide communications.

“They’re the kind of supplier you want—transparent and reliable. Hercules kept his promises and lived up to them.”

The Challenge

Like many Queensland state schools, PBC SHS faced rising costs and unreliable service from their existing print provider. Frequent issues and lack of consistent support made printing a pain point rather than an asset. The school required a solution that delivered value without compromising on performance or service.

After a formal tender process, ion smart business solutions and a competitor were shortlisted. According to Timm Hayer, Head of Department – Technologies, the deciding factor came down to value, transparency, and service quality:

“We were cost-sensitive and needed better devices, faster service, and someone we could trust. That’s exactly what we got.”

The Solution

As an approved ICT print supplier QLD under the Queensland Government SOA, ion smart business solutions through our Ricoh partnership, provided Palm Beach Currumbin SHS with a fully compliant, future-ready print solution.

Delivered under our PlaaS Queensland model, the solution included:

- A fleet of 26 reliable Ricoh multifunction devices
- Fit-for-purpose machines tailored to both teaching and operational needs
- Consistent support through a dedicated account manager—no call centres or handoffs

The rollout wasn't without its challenges, but the school felt supported every step of the way.

"It wasn't perfect, but that's what made it perfect. It gave ion the chance to show us what kind of business they really are—available, honest, and there when we needed them."

What matters most

Whether you're a large school like Palm Beach Currumbin or a smaller institution, if you're locked into a contract that's squeezing your budget or no longer working for your needs, you're not alone. Many School Business Managers and IT admins find themselves in similar positions.



Service that you can count on

From the outset, the team at ion made it a priority to offer real, responsive service. Timm shared that the lack of complaints from staff has been one of the clearest indicators of success:

"No one's come to me to complain about the printers in over a year—that's the biggest compliment I can give. The silence means everything's working."

PBC SHS appreciates the managed print services for schools approach that allows them to speak to a real person and resolve issues quickly. No more retelling the same story to new reps. With Hercules Venter, ion's Head of Sales, the school gained a single point of contact who follows through on promises and makes the process smooth—even after the sale.

Timms Advice?

"No nonsense. No hidden agenda. Schools are busy, and no one has time to be mucked around. With ion, we didn't experience that."