

Case study:

University of the Sunshine Coast

The University of the Sunshine Coast (UniSC) is a future-focused public university in Qld, Australia, recognised for its environmental sustainability, community spirit, and high-quality education. With over 18,000 students and five campuses, UniSC needed a print solution that could keep up with demand, support their internal print room, and align with their sustainability values.

The Challenge

Managing print services for multiple campuses and thousands of students is no small task. Kim Luck, UniSC's Print Services Manager with over 25 years of experience, knew exactly what the university needed:

- Reliable, high-quality printers for a fast-paced academic environment
- Affordable printing solutions to support students
- Consistent support without delays or runarounds
- Sustainability-minded devices that align with UniSC's green mission

Prior to choosing ion as their print service provider, UniSC experienced common frustrations: delays in service, difficulty sourcing parts, and a lack of continuity with account support.

With 25 years at the University of the Sunshine Coast, Kim's experience and credibility in the print space is unmatched. She knows the university's printing needs inside out and has been pivotal in driving smarter, more sustainable solutions on campus. Her colleague Travis, who has worked alongside her for over **13 years**, brings deep technical insight and operational knowledge to the table—together, they've shaped an incredibly efficient print setup that truly supports the entire university community.



The Solution

Through our partnership with Ricoh, an approved ICT print supplier for Queensland education under the state's SOA printer agreement, ion smart business solutions was able to deliver a solution that was both powerful and fully compliant with government procurement requirements. Sustainability is also a big deal for UniSC, so choosing Ricoh devices wasn't just about performance - it was about impact. Ricoh printers are designed with sustainability in mind, from energy-saving features to responsible manufacturing processes.

Under our Print and Imaging as a Service (Plaas) model, we rolled out a new fleet of reliable Ricoh devices across UniSC campuses, replacing what Kim fondly referred to as the "dinosaur machines."

The upgrade included:

Secure printers for Campus's with high-volume performance:

- Enhanced finishing options to support print jobs from exams to marketing collateral
- Workflow automation that reduced manual labour for staff
- Reliable, fit-for-purpose machines across all campuses

And the cherry on top?

A hands-on, local account management team that supported the UniSC print department every step of the way!

Onboarding & Service

The installation of about **170 Ricoh devices** was no small feat. Spanning **9 campus locations**, the rollout included a mix of multifunction printers for day-to-day use and **3 powerful Ricoh production print units** in the university's central print room. However, our team worked side-by-side with UniSC, even jumping into the print room to help during peak times.

Kim appreciated the responsiveness, personal support, and clear communication: "There was this unspoken agreement that ion was always there when we needed them. Not pushy, just present and reliable."

UniSC benefits from the best of both worlds, Ricoh's high-quality print technology, backed by ion's responsive, people-first service model. No call centres. No unknown support staff. Just real, local humans who care.

"We're not just a number. It feels like our account manager is part of the team." - Kim Luck (UniSC Manager, Print Services)

The Results

Since switching to ion, UniSC has seen clear benefits:

- Increased print quality and consistency
- More time back in the day thanks to automation
- Confident use of new finishing features through in-depth staff training
- A noticeable drop in stress at semester kick-off—teams feel prepared and ahead of schedule

Whether it's admin, academic or print room demands, the upgraded print fleet delivers. On a single day, UniSC can now print and ship up to 300 student workbooks—something that simply wouldn't have been possible with their previous setup.

What matters most

The university print team explored all their options before deciding to proceed with ion smart business solutions and **10 years later** they haven't looked back. With strong relationships, devices that work, and service that shows up, ion has become more than just a supplier.

