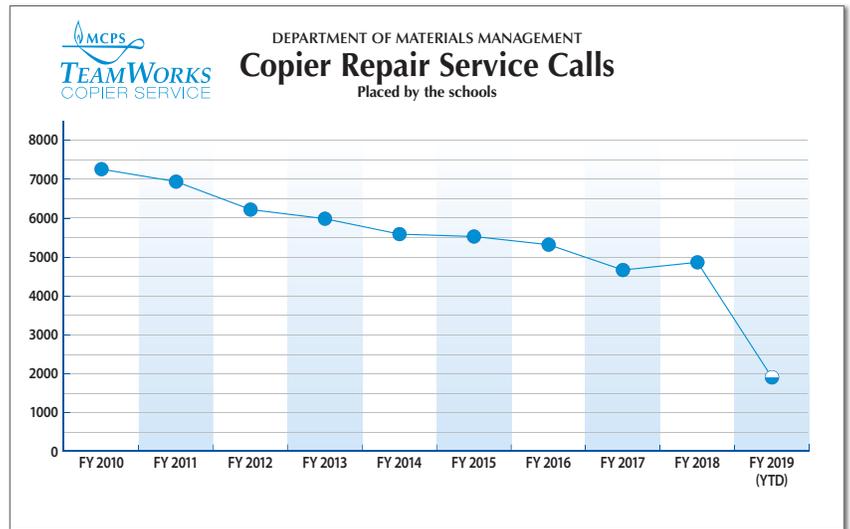


TeamWorks: Going Green with School Copiers

Editorial, Graphics & Publishing Services (EGPS) contributes to the MCPS effort to reduce our carbon footprint on the environment with TeamWorks, the school district's copier service.

How it started

- In FY 2009, the five-year service contract with a commercial copier company was in its final year.
- According to the company, our schools were placing around 71 service repair calls per school day, rising to 100 per day sometimes.
- Also, the company claimed that the copiers were no longer useful.
- Before starting another five-year purchase and maintenance contract, EGPS did some analysis and concluded that MCPS could implement its own copier service program. And so, TeamWorks was born.
- MCPS bought the 296 machines we had been leasing from the copier company.
- MCPS hired six experienced copier repair technicians to work along with a customer service specialist and an operations supervisor.
- The team refurbished and restored the machines to good working order; new copiers were purchased, as necessary.



Number of service calls has decreased every year since TeamWorks started.

Working with partners in the schools

- Principals appoint in-school copier services partners at their schools every year. These partners help school staff pursue best practices to operate the copiers effectively.
- The customer service specialist at TeamWorks Central (EGPS) supports the partners with one-on-one training, regular school visits, and a tip of the month on best practices.

Successful Outcomes

- The number of repair service calls has fallen each year since the program started in 2010.
- Each principal receives a report annually, which they use to improve practices in their schools.
- Money saved from this program is invested in Copy-Plus, a free document-preparation and delivery service for teachers.

[More on TeamWorks here.](#)