The Next Generation MPS – from Cost Reduction to the Paperless Office

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Print – the Neglected Area of IT

IT has been focused on infrastructure provision and enterprise applications. Print has been largely ignored…
The Managed Print Service (MPS) Promise…

- **Cost reduction**: £10.4m Saving over 4 years at BT in the UK
- **End-user productivity**: 27% Lower call levels to the IT service desk at the Norwegian ferry company Colorline
- **Security**: 100% Security policy compliance at PwC Germany
- **Sustainability**: 60% Reduction in power consumption at the UK’s Department of Work and Pensions
Managed Print Best Practice

1. Identify who owns print
2. Conduct a detailed assessment
3. TCO is King
4. Implement an Enterprise Print Policy
5. Establish service definitions & robust SLAs
6. Don’t forget change management
7. Position MPS into the broader business ecosystem
8. Drive continuous improvement
Business Intelligence – the Foundation to MPS Success

Overview dashboard

Cost waterfall

Environmental analysis

User analysis

Bringing ‘big data’ thinking to MPS through Print Analytics
MPS Evolution

- Print Services
- User Services
- IT Infrastructure Services
User Services

User Behaviour Changes

The Next Generation in the workforce

Remote working

Shifting focus from printers to people:

- Print governance and user accountability
- Sustainability utilising gamification
- Mobility enablement
- Print analytics
MPS & IT Convergence

- Print services sharing IT infrastructure:
  - Networking
  - Server/Cloud
  - Security
- Creates synergy opportunities:
  - ITO TCO saving
  - Print server
  - Service desk
- Additional value capture through:
  - Adopt an ITIL approach
  - Clear end-to-end accountability
  - Devices becoming IT assets
Global Utilities Organisation

Transforming the Print Infrastructure

- Follow-you secure print and billing
- Print server infrastructure management
- Cloud based fax and scanning
- Global service and application support
- Projecting 20% decrease in print TCO
- Optimising a 4:1 user-to-device ratio to approx. 20:1

… Global, Green, MPS/ITO Integration
The World is Changing

User behavior changes driving document digitisation

- The Net Generation in the workforce
- Changing nature of documents, printing behaviour
- Remote/mobile technology
- New media that could support work

However…

- Paper remains a system and process integrator
- Change means understanding paper’s operational role
- Technology can offer alternatives: Document Process Automation…
Document Process Automation

Streamline and reduce paper in business processes:

- Document Analytics
- Intelligent Capture & Routing
- Smart Documents & Content Management
- Business Workflow

- Bringing the paper and digital worlds together…
Next Gen MPS .. from cost down to performance up

Control TCO through an optimised Managed Print Service
Exploit MPS and ITO synergies
Continuous improvement from print governance and user best practice
Remove Bad
Enhance good with DPA
Print Analytics
Increase Business velocity

With Print Analytics focus on what’s printed and why for process efficiency

Paper Less vs. Less Paper

Cost vs. Time

Print Optimisation
Print Reduction
Worcester NHS Trust

Improving Patient Care

• Transformation to fully digital health records through 10 year outsourcing partnership
• Health and safety compliance assured
• Expected savings of over £2m over contract

…”Automated, Quality of Care, Trust-Wide

“Our CEO and I used to receive complaints from medical staff about the records situation every single week. We’ve not had a single complaint since Xerox took over.”

John Thornbury, Director of ICT
Why Xerox for MPS?

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<th>#1</th>
<th>The MPS leader according to Gartner, IDC, Forester &amp; Quocirca (2012)</th>
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<tbody>
<tr>
<td>14,000</td>
<td>Service delivery professionals across 160 countries</td>
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<td>x2</td>
<td>MPS market share versus closest competitor (Gartner 2011)</td>
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<tr>
<td>4,000+</td>
<td>Clients sites serviced – from SMEs to large multinationals</td>
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<td>1.5 million</td>
<td>Phone calls handled daily in our call centres</td>
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<td>1 million</td>
<td>Devices managed… half of them from competitors</td>
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<td>12+</td>
<td>Years delivering document &amp; print related services</td>
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<td>9,400</td>
<td>Active patents and an ongoing commitment to MPS innovation</td>
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<td>10</td>
<td>Multilingual, ITIL aligned delivery centres offering 24x7 support</td>
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Learn More

Visit us on Stand O3:
• Print TCO ‘augmented reality’
• Print analytics
• BPA invoice processing
• Mobile print

Hear Philips talk about their experience of rolling out a global MPS project:
• ‘Creating business value at Philips with a global print transformation’
• 16.00-16.45, Wednesday, 7th November

And visit our Symposium website:
• http://www.xerox.com/gartner