

Siemens trusts Xerox to reorganise its document management.



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– Federico Caimi
Division Manager
Global Shared Services
Siemens Italia

Background

Siemens Italy, with its subsidiaries and associates, has a turnover (FY '07/'08) of €3,087 million and is one of the largest multinational companies operating in Italy. It has recently reorganised itself into three divisions; industry, energy and healthcare with shared services such as IT and finance sitting across these groups. Siemens took advantage of the reorganisation to look at the area of document management within the company, which was posing a number of business challenges.

The Challenge

The first challenge related to the paper-based archive Siemens was using to manage its invoices and other business related documents. In total, Siemens was managing around 100,000 invoices per annum and faced with an urgent need to relocate this archive took the decision to fundamentally rethink its document management processes.

Siemens also faced challenges around its office printing. There was a lack of understanding around costs related to this area of the business and it was not delivering the level of service that end-users expected.

Over the years, the company had accumulated a mix of equipment from different suppliers. As Federico Caimi, Global Shared Services Division Manager notes, “We were not aware of the overall costs to the business of our office printing or even of the true volume of documents that were being printing.”

The Solution

Siemens undertook a survey of its paper archive, which suggested that it had over 23,500 paper based files in seven offices around Italy. Given the scale of this, Siemens decided to outsource the archiving project to Xerox. As Federico Caimi explained, “We decided to work with an acknowledged leader in this field. Someone who would not just digitise the information but who would also streamline and catalogue the information and provide information management tools to support us going forward.”

In addition to undertaking the digitisation of the paper-based document archive, Xerox also deployed a number of “Service Points” manned by Xerox document consultants where employees could go to scan documents. Caimi explains, “It’s about the possibility of making the process more efficient whenever an office needs to do a

Enterprise wide document management.

Improved control and 20% cost savings.

large scan.” Instead of directly performing the operation, Siemens staff are invited to make use of the “Service Point.” The “Service Point” also acts as an interface between the new digital archive and Siemens staff. Before a document is uploaded to the archive, the Xerox consultants carry out a series of checks ensuring process consistency and maximising productivity.

In relation to its office printer and copier environment, Siemens selected Xerox as its partner due to a combination of factors as Giorgio Moia, IT Manager at Siemens Italy explains, “We decided to work with Xerox due to its competitive bid, device technology, ‘cost per copy’ billing model and process expertise.”

Upon selection, Xerox undertook an assessment to understand exactly how many devices Siemens had, the volumes they were printing and the associated costs. Using the results of this assessment as a foundation, Xerox designed a new, more productive infrastructure based on 190 multifunctional devices, which also delivered a guaranteed cost saving.

The Results

The Xerox® digital archive means that Siemens staff can now view and search key business documents in Adobe PDF format. The system is also very secure with user identification and role-based access levels. Caimi says: “In brief we can now search a database in order to locate a document. Once we’ve found the document we need this will be delivered by courier if the original is wanted, or by email.” This marks a massive improvement on the previous manual process. Caimi summarises: “Xerox has streamlined and optimised our document management processes delivering a massive boost to our productivity.”

In terms of the “Service Points” Caimi notes that, “Xerox has been an extremely professional and competent partner. Moreover by acting as a single point of contact for both this and the archive has guaranteed end-to-end process reliability.”

The new managed print service Xerox has deployed in Siemens offices has also delivered clear, measurable benefits. Caimi summarises: “Today costs are measured and controlled, whilst before it was impossible to obtain reliable figures for toner, paper and technical support. Looking at faxes, photocopies, scans and electricity we can say that we have made an overall saving of 20% as a result of the new service. However it’s not just about cost. Having outsourced our printer and copier infrastructure to a single partner, we no longer have to deal with break-fix and technical support issues. The presence of Xerox personnel monitoring our fleet brings peace of mind and ensures service continuity.”

Working with Xerox, Siemens has found not just a technology supplier but a true partner who has worked to solve key document related problems negatively impacting on Siemens. Caimi concludes, “In all these projects Xerox has acted as a true partner to Siemens, enabling us to take a leap forward with all aspects of our document management.”

Case Study Snapshot

The Challenge

- Paper-based document archive, which was proving increasingly difficult to manage.
- Large volumes of paper invoices to be managed.
- Mishmash of office equipment of various makes and models, which was expensive to run and difficult to support and maintain.
- No awareness of print volumes or associated costs.

The Solution

- A Xerox® DocuShare® digital archive.
- Deployment of “Service Points” for managing invoices and other business documents. Also acting as primary interface to the digital archive.
- Removal of old, inefficient printers and copiers and replacement with 190 new multifunctional devices.
- A fully managed print service supporting new optimised fleet.

The Results

- Improved document control, validation and access through digital archive.
- Leaner, streamlined processes within the “Service Point.”
- Saving of over 20% on office printing and copying.
- Reduction in paper wastage and energy consumption.

About Xerox Services. Xerox Corporation is a world leader in business process, information technology and document outsourcing services. Our unique combination of industry expertise and global delivery capabilities helps you reduce costs, streamline operational processes and grow revenue while clearing the way for you to focus on what you do best: your real business.

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