

Significant savings and efficient processes by using document services



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Background

Europart is among the leading European dealers in spare parts and accessories for commercial vehicles and buses of all classes. The company has kept the typical advantages of being a family business since it was founded in 1948. At the same time, Europart has developed into an international dealership with branches and partners in around 30 European countries as well as Ghana and Dubai. Today, Europart employs a total of over 1,500 people in 200 locations.

The Challenge

The size and internationality of Europart mean big logistical challenges, which affect document management. For example, the company accumulates several million delivery notes and invoices each year. In addition, catalogues and advertising leaflets in 24 different languages amount to a considerable print volume.

The management at Europart was searching for ways to optimise existing structures and create synergies by standardising processes. Europart commissioned Xerox to look for potential savings in the area of document management.

The Solution

To begin with, a precise analysis was carried out of those business processes where at least 20 to 25% could be saved. Xerox identified potential areas for cost savings and also for significant process optimisations. Xerox now provides the following outsourcing services for Europart:

Print Services – Efficient workflows reduce the cost of high-volume printing of brochures, leaflets and the product catalogue in 24 languages. Xerox also acts as a link between the client and the printing company and ensures a seamless process. Furthermore, Europart has achieved significant savings from the economies of scale resulting from outsourcing to Xerox.

Managed Print Services – Reducing the printing systems from 600 heterogeneous systems to 232 networked multifunctional devices simplifies controlling and maintenance and increases productivity.

With the introduction of Managed Print Services, the main focus was on the standardisation and optimisation of the infrastructure, support from a single source and the reduction of printing costs. As a result, the system landscape was modernised without

previous investments having to be written off prematurely and unnecessarily. In terms of implementation, Xerox replaced very few systems immediately, instead replacing them gradually. Today the print infrastructure offers the exact functionality needed by the staff in the individual departments. From Europart's perspective, cost transparency in this area has markedly increased, whilst output costs have markedly decreased.

Customer Support at the Contact Centre – Xerox also took over the contact centre for customer support. As a result of its customer service being centrally handled by a partner, Europart is now able to support its customers professionally in 17 different languages.

Invoice processing – Centralised processes, documents accessible to all staff and postage optimisation have reduced costs by up to 20%, according to Europart.

Company-wide, around 30 staff were employed to check and process approximately 300,000 invoices each year. Although an external provider had already been commissioned to handle outgoing invoices, Europart made further savings here with new cost optimisation measures – particularly with regard to shipping costs.

For incoming invoices, Xerox suggested digitalising the process. In the first stage of the process, all invoices are digitalised and the data within them is extracted using optimal character recognition (OCR) software. This makes it possible to compare the individual items on the invoice with the order and stock receipt data saved in the systems and makes automatic assignment and ultimately release easier. Only when the software cannot guarantee reliable assignment do employees carry out manual processing on the screen. Europart has outsourced the entire process to Xerox.

Delivery Note Management – Each year over 2 million delivery notes are created, sent and filed by Europart. Delivery note management costs the company a large seven figure sum. Almost half of the costs are a result of manual activities. Xerox contrasted the traditional delivery note management involving physical files and documents with the advantages of an online portal that digitally manages delivery notes. Today the company can check and follow transactions centrally at any time. Lower long-term storage costs for delivery notes, which have to be stored for a total of ten years, are a beneficial side effect.

The Results

In the holding's direct sphere of influence alone, Europart was able to reduce its total document management costs from 1.4 million euros to about one million euros by means of outsourcing, according to its own account. Analysis by Xerox showed that expenditure on document management is easily underestimated because it involves everyday processes, which can seemingly be completed on the side. In reality, small improvements in this area have a big effect. Processing times and figures for individual processes play a key role. They determine whether the outsourcing project pays off for both sides. By its own account, Europart has made six-figure savings each year as a result of the project with Xerox and the different areas that were outsourced. At the same time, its processes are more efficient and it is optimally positioned for the future.

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.

For more information on how we can support you, visit www.xerox.co.uk/services.

Case Study Overview

The Challenge

- As the success of the business grew, so did the volume of paper that needed processing
- Ways were sought to optimise existing structures and create synergies by standardising processes
- Several million delivery notes and invoices have to be processed every year
- Catalogues and leaflets have to be produced in 24 languages

The Solution

- Xerox acts as a link between the client and the printing company and thereby ensures that high-volume printing goes smoothly
- Standardisation and active management of office infrastructure (232 networked multifunctional devices instead of 600 printer systems)
- Takeover of the contact centre for customer support by Xerox
- Optimisation of shipping costs for outgoing invoices
- Professional scanning and OCR solution for processing incoming invoices
- Online portal for digital management of delivery notes

The Results

- Europart was able to reduce its total document management costs from 1.4 million euros to around one million euros through outsourcing.
- Processes are efficient
- Enquiries can be processed quicker
- Lower storage costs
- Cost transparency
- Postage optimisation
- Reduction of manual labour
- Making use of discount effects
- Optimal positioning for the future

