

# Xerox helps Sun Microsystems optimise IT and workplace services and save millions per year.



“Sun Microsystems has experienced significant global cost savings and dramatic improvement in employee satisfaction as a direct result of our Xerox partnership. Xerox has introduced new cutting-edge features and capabilities that continue to improve employee productivity and help us to become more and more efficient.”

– David M. Harris  
Senior Vice President  
Workplace Resources  
Sun Microsystems

## The Situation

Sun Microsystems is a global leader in servers, storage, software and services with a 100% focus on network computing. Beyond continued profitability, Sun’s strategic business initiatives include continuous improvement in the operation model, lower cost structure and overhead and benchmark corporate citizenship with an emphasis on governance and eco-responsible products and services.

To achieve world-class capabilities in key operations, Sun outsources certain vital, non-core business processes. One of those areas is document processes.

Sun spends considerable amounts of time and money managing mostly unstructured portfolios of document-related office equipment, software, supplies and service. According to IDC research, this can account for as much as 15% of annual revenue.

Its operations in over 100 countries generate over \$13 billion in sales annually. The 38,000 employees who deliver that revenue also generate a lot of office printing. How much was something that Sun just didn’t know.

Sun selected us as their global document outsourcing provider to:

- Lower cost structure and overhead
- Provide excellence in service delivery

- Implement eco-responsible solutions and services that mirror Sun’s commitment to this imperative

Sun presented us with a number of critical challenges including:

- Escalating global printing costs, supply costs and internal support costs, i.e., help desk, administrative support
- Thousands of invoices per quarter from a number of suppliers and no single point of accountability
- Additional print infrastructure from two recent acquisitions

When Sun set sight on improving the efficiency of their document output infrastructure, we could contractually commit to delivering measurable savings on Sun’s office printing costs.

“The decision to sign with Xerox was not a difficult one. They were the only company that offered a clear methodology and approach to achieve measurable savings of 25%. And more important, they guaranteed it,” said David M. Harris, Senior Vice President, Workplace Resources for Sun Microsystems.

# Optimising document services.

## Lowering costs.

### The Solution

The first step was to conduct a thorough assessment of Sun's document process infrastructure. Not only did this assessment provide a clear asset register, but it also gave an accurate overview of their organisational effectiveness. It allowed us both to understand exactly how much office printing was actually costing – in terms of time, money and productivity.

With this baseline understanding, we applied our experience and expertise to optimise the infrastructure as well as standardise Sun's global technology platform with innovative technology and processes, ensuring that people had the tools they need to get their work done. This optimisation needed to be flexible to adapt to a changing environment, for example, rationalising the print infrastructure from two recent acquisitions. It also had to reflect Sun's desire to be eco-responsible.

With right-sized office environments, we are helping Sun dramatically reduce volumes of paper and other document-related consumables, such as toners and packaging. Additionally, newer technology and energy efficient multifunction devices are helping to lower energy costs.

We provide a fully managed document process service that leverages a subscription service or utility-based model.

In addition, we use Lean methodologies and tools to provide extensive data on usage and costs, which is used to refine the implementation and enhance the service provided.

### The Results

Sun is finally in control of its print infrastructure. The ratio of users to device has more than doubled from 7 to 20 with no sacrifice in device availability, currently running on average at more than 98% (above the targeted 97%).

The optimised print infrastructure is easier to manage from an administrative point of view. Those thousands of invoices per quarter have been reduced to one invoice per month per country.

Utilisation is up as well, as Sun incorporates more scanning into their daily workflow, and every Sun office now has the ability to print their own colour documents, with total control and cost accounting.

The bottom line: Sun achieved its goal of trimming print costs by more than 25% globally. Over the last few years, thanks in part to our expertise, we have evolved in the eyes of our client from being a subcontractor to being a strategic partner that understands their business objectives. And it's helping to transform the way Sun works.

Sun is recognising the value of the Imaging and Office Services contract they have with us. We also provide print production facilities that support larger document requests – in particular those of the marketing and sales departments for collaterals, sales tools, RFPs and proposals for their clients. As their proven partner for document services, we deliver performance reporting in all areas of this contract so that our value to Sun is quantified and tracked.

### Case Study Snapshot

#### The Situation

- Administrative burden of processing thousands of invoices per quarter from 27 suppliers around the world
- Inconsistent service delivery globally with no single point of accountability
- Lack of cost controls or reporting, high cost structure and overhead
- Desire to be eco-responsible

#### The Solution

- Xerox Office Services
  - Xerox Office Document Assessment – methodical, in-depth audit of all devices globally
  - Regional implementations providing standardised office environments, while providing flexibility to adapt to diverse, ever-changing needs
  - Single point of contact, consistent service levels

#### The Results

- Thousands of invoices per quarter reduced to just one per month per country
- Right-sized offices globally, improving employee-to-device ratio from 7:1 to 20:1
- Print costs reduced by more than 25% around the world
- Improved end user satisfaction and productivity
- Lowered waste and energy costs by reducing document-related consumables (toners and packaging) and installing energy efficient multifunction devices

About Xerox Global Services. We transform business processes through more effective document management; every week, our 30 global delivery centres process more than 15 million business-critical document images. Organisations outsource a range of business processes to us, including financial, administrative, client acquisition and account opening, and office and print centre optimisation. Across marketing, legal, finance and HR, they trust our expertise – and the experience of our dedicated global delivery staff – to cut the cost and improve the speed of their operations.

For more information on how we help high tech and communications organisations, visit [www.xerox.co.uk](http://www.xerox.co.uk)

