

Xerox Office Services  
Xerox Global Services



Xerox<sup>®</sup> Office Services  
Reduce costs and optimise  
processes to help your  
business grow.



# Xerox® Office Services reduces costs, improves environmental sustainability and enables regulatory compliance.

**The pressure to drive cost out of IT and office infrastructure continues,** as current industry estimates of total document output spend is 3 – 5%<sup>1</sup> of total revenue. That's why strategically managing the office environment has become a priority for so many companies.

Xerox Global Services has been providing managed print services to leading global companies for over 20 years. With flexible, fully managed print services, we have the proven resources to optimise the most complex and diverse output environments and deliver cost savings from 10% to 30% over the life of the contract.

## Start With an Assessment

You can't improve what you can't measure. At the core of our Xerox Office Services offering is a comprehensive Lean Six Sigma based assessment. With this, we capture and analyse the actual costs to manage your document output, assets, infrastructure and workflows. This provides the baseline data for recommendations that reflect our extensive knowledge of office print optimisation and an informed starting point from which to target and measure improvements.

## Savings Today and Every Day

Xerox Global Services takes a holistic approach to deliver sustainable results year after year. We can control and manage all of your output devices, regardless of vendor, and provide services that are scalable and flexible to meet your unique needs. Our tools and technologies integrate with your technology infrastructure and optimise the investments you've already made. We support all aspects of multi-vendor environments, including service desk, break-fix, service level agreement management, supplies and procurement.

## Value Beyond Cost Savings

Our building block approach delivers value in many significant areas.

We right-size the office print infrastructure to meet your unique needs—optimising device utilisation and increasing productivity, thereby reducing costs.

We address environmental sustainability, finding innovative ways to eliminate unnecessary printing and reduce your carbon footprint, power usage and waste.

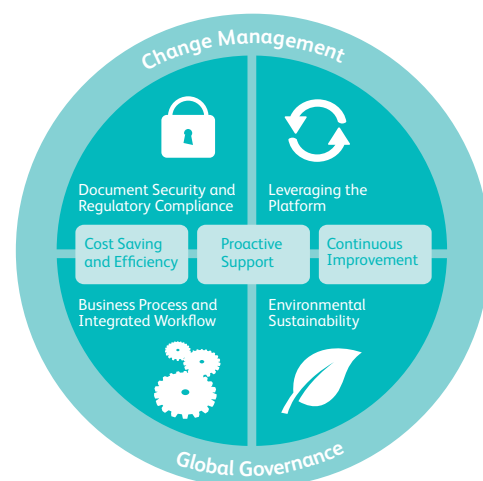
We enhance information security and enable compliance regulations to protect your most valuable information and avoid the costs of penalties and lost intellectual property.

Through our proactive support, we monitor, maintain and manage your environment, fixing problems before they impact your employees and your business.

Because it is metrics-based, our approach enables continuous process improvements. We partner with you to establish targeted areas for measured improvement to extend the benefits and value of our services over time.

When you add it all up, Xerox Office Services provides an optimised office print environment, reducing your total cost of ownership, increasing business and staff productivity and providing a platform for work process improvement. For many of our clients, it can become a source of competitive advantage.

## Xerox Office Services: Adding Value Across the Enterprise



We helped a global technology company achieve a 30% reduction in total cost of ownership, equating to savings of approximately £4.3 million pounds (\$7 million) per year from its current spend.

<sup>1</sup> Gartner, "Dataquest Insight: Managed Print Services Market Will Show Strong Growth as Enterprises Seek to Cut Costs," 12 November 2008: Table 1, Page 5.

## Environmental Sustainability

Many organisations are striving to reduce their environmental impact. Xerox can help you in a number of ways. Our sustainability calculator will show the potential energy, solid waste and CO<sub>2</sub> emissions reductions that we can deliver. We will design an environmentally friendly print infrastructure based on ENERGY STAR rated devices and optimised utilisation. In addition, we can provide advice around environmentally friendly print policies, such as duplexing, secure print and coversheet suppression. We can also show you how to leverage new technologies, such as high yield business paper and solid ink that will further improve your environmental footprint.

## Document Security and Regulatory Compliance

In today's highly regulated industry environments, the cost of non-compliance can be severe. Older legacy devices can be a liability in today's networked office and provide a gateway to confidential information. We can help guard against potential vulnerabilities by continually monitoring your devices, recommending actions and deploying resources to maximise your information security. We also certify the devices under ISO 27001 to maximise control over your information environment.

## Proactive Support

Our continuous monitoring and proactive support model drives device uptime, output quality and increased employee productivity. Understanding how your devices are utilised enables optimal placement and configuration. Proactive break-fix services reduce calls to the service desk and free your IT staff and employees from the support process, so they can focus on their business. Real-time alert and response maximise the productivity of all document output devices—and the people who use them.

A global telecommunications company reduced the number of monthly calls to its IT service desk by over 40% after deploying Xerox Office Services.

## Continuous Improvements

Long-term value is only achieved when performance is continually monitored and areas for further improvement are identified. Using our metrics-driven Lean Six Sigma approach, we identify opportunities for further improvement and provide ongoing reporting to deliver sustainable business results over the life of the engagement.

## Business Process and Integrated Workflow

Organisations that have transformed their office output environment discover a new platform for business improvement that goes beyond cost objectives. They can transition business processes from paper to digital, embed intelligence to automate document routing and build content repositories that are structured for easy search and retrieval. Our experts understand the link among information, documents, people and process and use our technology and the Lean Six Sigma methodology to streamline, accelerate and automate your business processes.

“The decision to sign with Xerox was not a difficult one. They were the only one to have a clear methodology and approach to achieve measurable savings of 25%.”

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

## Cutting Cost and Waste in More Than 100 Countries at Sun Microsystems

### The Challenge

- Global printing costs and internal support costs were escalating out of control
- Thousands of printer related invoices were difficult to process
- Global service delivery was inconsistent with no single point of accountability
- A lack of cost controls and reporting resulted in a high cost structure and overhead
- Sun sought a solution that enabled it to be more eco-responsible

### The Solution

- An in-depth Xerox Office Document Assessment was conducted on Sun devices worldwide
- Regional implementations provided flexible and standardised office environments that can adapt to diverse, ever-changing needs
- Xerox provided a single point of contact, along with consistent service levels
- Full visibility of usage and cost data

### The Results

- Improved employee-to-device ratio from 7:1 to 20:1
- One itemised primer related invoice per country per quote
- 98% device availability
- Reduced print costs by more than 25% around the world
- Lowered waste and energy costs by reducing document-related consumables (toners and packaging) and installing energy efficient multifunction devices

# Smooth, scalable implementations are an integral part of the process.

## Change Management

Xerox recognises that a detailed change management plan helps to guarantee a smooth implementation and workforce transition while minimising disruption. Drawing on our Lean Six Sigma expertise, we develop a recommended plan that provides end-user transition support, training and ongoing communications.

## Global Governance

If your company is global in scope, you are going to need a partner that has the resources (people, processes and technology) to implement globally. Xerox has successfully implemented Xerox® Office Services around the world, delivering customer satisfaction and measurable results. We have a network of global ITIL aligned Shared Delivery Centres that can deliver 24/7 support for Xerox clients. Add to this framework strategic and global business alliances with leaders in complementary disciplines, and you have a company that can put together advanced solutions, implemented and maintained worldwide.

## Partner With Xerox for All Your Enterprise Printing Needs

Xerox Office Services is just part of an enterprise-wide managed print service known as Enterprise Print Services. When you incorporate the full breadth and depth of Xerox's document management expertise into your organisation, you will see more savings, more benefits and more value faster.

## Four steps to achieve an optimised office environment.

We follow a rigorous process, developed and refined on thousands of global Office Services implementations:



### Assess

- Establish an accurate baseline of total cost of ownership and strategy to improve bottom line results
- Document current processes

### Design

- Design the optimum environment including technology selection, floor design and service levels
- Design for reduced device and consumable carbon footprint, energy and waste

### Transition

- Optimise the environment through a phased approach
- Track all assets centrally and manage all Move/Add/Change/Dispose activity

- Establish the tracking and reporting mechanisms to deliver sustained results
- Follow a metrics-driven Lean Six Sigma approach to ensure improvements in services delivery

### Manage/Transform

- A robust service level agreement ensures benefits are sustained over the long term
- Manage all aspects, including consumables, break-fix, service desk, consolidated invoicing and reporting
- Ensure ongoing optimisation to maximise cost savings, productivity and environmental benefits throughout the life of the contract
- Streamline business processes to improve workflow

**About Xerox Global Services.** Xerox Global Services is a world leader in document outsourcing services with industry expertise that helps you reduce costs, achieve operational excellence and grow revenue. Our unique combination of experience, technology and delivery capabilities enable integration, transformation and continuous innovation of your office environment, centralised print production, and communication and business processes. We deliver excellence in every corner of the world—locally, nationally, globally.

To learn more about Xerox Office Services, please contact your Xerox representative or visit us at [www.xerox.com/globalservices](http://www.xerox.com/globalservices).

