

unleashing potential

Working closely with clients to discover the hidden potential for document process improvement.



7.5 billion documents are produced worldwide each year¹



Today's Business Environment

The pressure to increase profits, improve productivity and reduce costs is greater than ever. So too, is the need to increase quality and customer retention. The question is 'how?'

Like many organisations, you've probably already examined the costs and processes in areas such as logistics and IT. You're continuously looking for improvements but with so much already accomplished, additional efficiencies are increasingly hard to find. So what else can you do?

One area that many organisations have overlooked in their quest for cost savings and process improvement is documents.

The Importance of Documents

From digital documents on your web site and PCs, to the plethora of paper-based documents such as invoices, contracts, statements, marketing collateral and direct mail, documents are everywhere. They are the lifeblood of your business.

Documents are more than just paper.

- **Documents are the product**
(e.g. customer contracts, insurance policies)
- **Documents support products**
(e.g. mobile phone user manuals, product brochures)
- **Documents support critical business processes** *(e.g. accounts payable and receivable, credit card applications)*

82% of senior executives believe that documents are critical to the successful operation of their organisations². Despite this fact, the vast majority of organisations (90%) are not able to estimate how much they spend on documentation².

The truth is that organisations spend up to 15%² of their revenue on documents. That's a major overhead. Fortunately, Xerox Global Services can not only help you accurately measure how much you're spending on documents but we'll bring significant savings, too.

Cost reduction is only one of the benefits of partnering with Xerox Global Services. We help organisations like yours to streamline and simplify all document intensive processes. The result? Accelerated workflows, enhanced competitiveness, increased revenue growth and improved customer satisfaction.



82% of organisations say documents are critical to the successful operation of their business²



Document Outsourcing

It's a fact of business life that most successful organisations outsource. According to The Outsourcing Institute, for example, 80% of Fortune 500 companies outsource some or all of their information management functions. It's easy to see why.

Outsourcing frees up management time and allows you to focus on your core business – essential when you're operating in a tough business climate. It reduces costs and releases financial capital for investment in activities that will generate the highest returns. It gives you access to world-class skills and specialist knowledge that aren't available within your organisation. It increases quality and capacity and helps you do more, with less. As many of the world's leading companies will confirm, outsourcing pays.

It Pays to Outsource Documents

Documents have a critical role to play in increasing productivity, improving customer service and reducing your cost base. Whether they are digital or paper-based, documents allow you to store, retrieve and manage your company's most valuable asset: knowledge. Properly managed, they let you use, share and re-use that knowledge to create new business value.

Although up to 80% of a company's employees are knowledge workers, only around 12% of organisational knowledge is in an easily accessible form. The largest amount – nearly half – is trapped because of technical incompatibilities or the

difficulty of moving between paper and digital formats. In other words, your most valuable assets are tied up and unproductive.

What's more, production processes and resources are often divided into separate 'silos' across the organisation, which creates an inevitable and expensive duplication of people, processes and technology.

The Gartner Group has estimated that up to 30% of the identified document output expenditure within an organisation could be saved by passing control to a document expert. There are other benefits, too.

Document outsourcing also delivers significant process improvements. By streamlining processes, critical documents such as customer application forms, are processed faster, have fewer errors and are more likely to conform to legislative and regulatory requirements.

PROVEN TRACK RECORD

Xerox Partners with FG Wilson to Produce User Manuals

FG Wilson, a wholly owned subsidiary of engineering giant Caterpillar, produces diesel and gas powered electricity generators from its manufacturing plant, near Belfast, Northern Ireland. The company exports 99 per cent of its generators overseas to areas as diverse as South America, the Middle/Far East and South Africa.

With every generator sold, a manual pack needs to be shipped with the generating set to assist the buyer in the operation and maintenance of the unit. Exporting to so many diverse areas means that FG Wilson has to be able to produce manuals in different languages that often change as technology develops, and different models are launched.

The Problem

Originally, FG Wilson outsourced its printing to specialists and manually collated offset printed material from its

various suppliers to make up the manual pack. This process involved significant management time and resource whilst creating unacceptable levels of wastage through obsolete stock.

Given the drag on time, resource and productivity that the existing process was having, FG Wilson decided action had to be taken. Xerox was one of several document management service providers that FG Wilson approached to help resolve the situation.

The Solution

After selection as the preferred solution provider Xerox Global Services worked with FG Wilson to analyse the existing processes and proposed a bespoke solution to move the existing document process to a Just In Time system, enabling greater flexibility in manual production and allowing personalised materials to be output in formats to include CDROM and the Web, as well as the traditional digital print format.

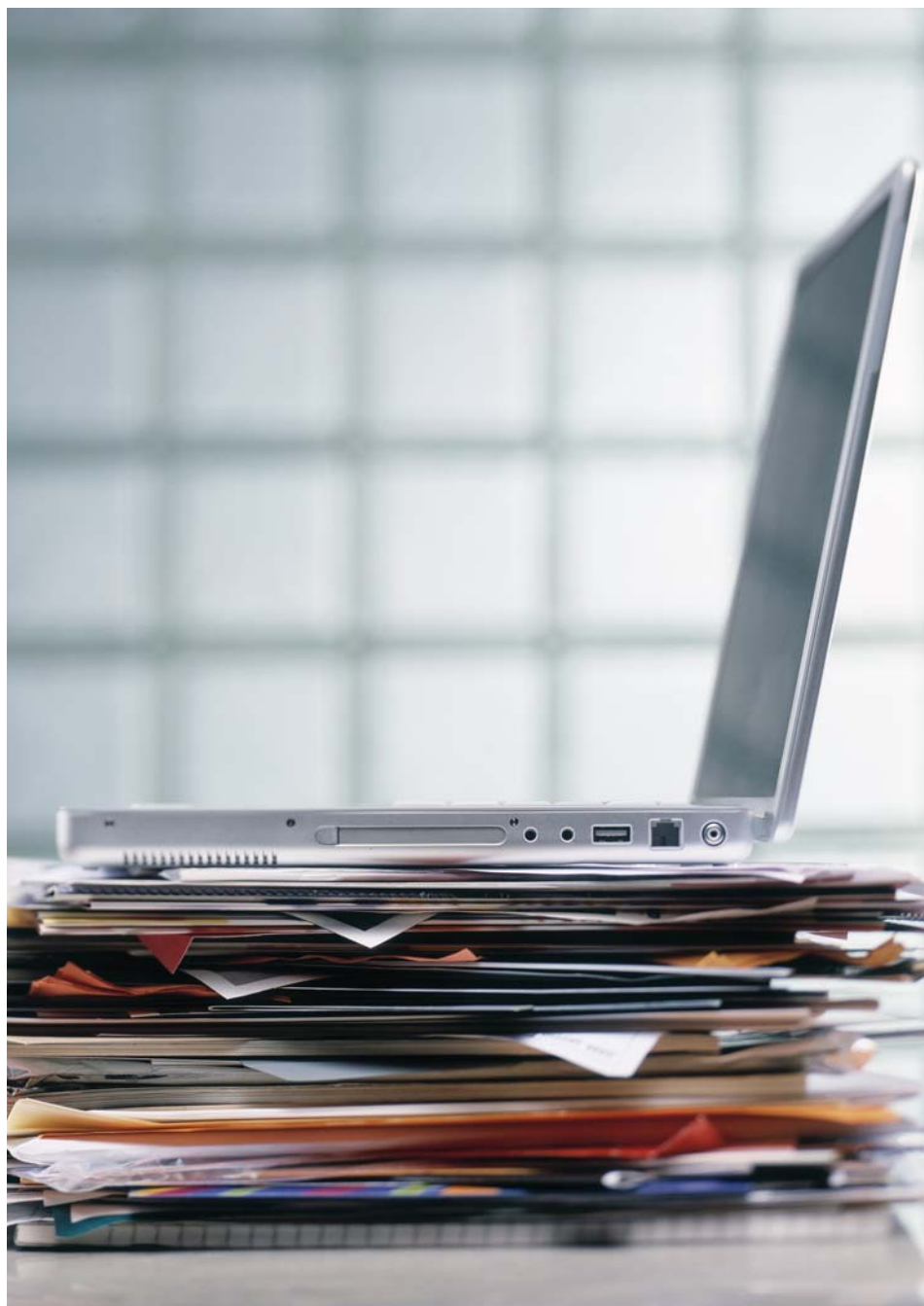
Xerox personnel are now based at FG Wilson's plant to manage the service provision – responsible for delivery of the defined service levels to include print management, technical drawings production, collation and finishing.

The Results

As well as re-directing staff to more mission-critical areas of the business and eliminating stock obsolescence, the new system has coped with a productivity increase of 100%.

The project also delivered annual savings of £250,000 in its first year, almost 60 per cent more than anticipated, calculated in terms of staff redeployment, reduction of inventory and cost of materials.

70% of executives claim that the delay in updating documents in line with business requirements would make their organisation less agile²



Managing Documents across the Enterprise

Xerox Global Services is one of the world's most successful and established outsourcing providers. We have an unrivalled breadth and depth of capabilities that focus on every phase of the document lifecycle from creation and output right through to storage, retrieval and transmission.

That means we can provide end-to-end management of all your document processes, giving you a holistic view of a normally fragmented process: from commercial print, reprographics, print on demand, transaction printing, forms and office printing, right through to warehousing and distribution.

Xerox Global Services brings new levels of efficiency to your organisation, managing your documents across the enterprise and throughout their lifecycle, switching between digital and paper as needed and effortlessly moving them between departments through networks and the Internet. You can choose from a range of services across the document lifecycle, and each offers significant added value in its own right.

How Lloyds TSB Reduced Document Costs in the Office by Over 40%.

With 32,000 copying, printing and faxing devices, many of them under utilised, leading UK financial services provider Lloyds TSB was determined to find a smarter way of doing things. It wanted greater efficiency, reduced costs and increased flexibility. And that's where Xerox Office Services came in.

Following a detailed analysis, Xerox proposed a complete print management service that covered all of Lloyds TSB's equipment, supplies and service in a simple cost-per-page contract with guaranteed service levels. The results have been dramatic. Not only has Xerox Office Services met the agreed productivity and efficiency goals, we have jointly developed and delivered agreed savings plans every year. But don't just take our word for it, take a

look at what a senior spokesman had to say:

"The value Xerox brings to Lloyds TSB is that it takes care of all our document production processes. Xerox not only does this with great professionalism, but much more cost effectively than we could ourselves."

Ron Whatford, Director Group Operations (Lloyds TSB Group)

Document Outsourcing Services

Document Advisor Office

The Document Advisor Office offers large and document-intensive organisations the opportunity to bring fragmented document processes and related spend under complete control. It's a comprehensive, managed service that's designed to meet your enterprise-wide document needs from concept to delivery. The service establishes a baseline of document spend from which significant savings are driven.

Xerox Office Services

This is a total, multi-vendor outsourced service, led by Xerox Global Services as the prime contractor, for managing all processes and spend associated with producing documents in the office. The service delivers guaranteed and sustainable savings of around 25% in office document output costs, plus significant productivity benefits for individual employees and the organisation as a whole.

Xerox ePrintsourcing Services

Xerox ePrintsourcing Services delivers valuable cost savings by managing the external commercial print spend of your organisation through a selection of carefully tailored web-enabled tools and resources.

Xerox Creative Services

Using expert creative talent, the latest technology and proven business processes, Xerox Creative Services delivers reduced costs, brand asset control and faster time to market. It gives you an efficient solution for all your presentation, desktop publishing, multimedia, Internet and Intranet, localisation and translation needs.

Xerox Document Production Services

Xerox Document Production Services helps communicate with your customers more efficiently and effectively by centralising and improving the production of high-quality promotional documents

(such as product literature and direct mail), publications (such as manuals and reports), and transactional documents (such as invoices and statements.)

Xerox Mailroom Services

Xerox Mailroom Services ensures optimum operating efficiency across all aspects of the modern mailroom.

90% of organisations don't know how much they spend on documentation³

1 in 5 workers spend at least 60% of their time dealing with documents³



Business Process Services

It's not just about cheaper documents; it's also about smarter documents.

Documents are critical to many business processes: from billing to customer communications you will find that documents are involved somewhere – whether paper or electronic. They can be in multiple media and formats, and managed as discrete pieces of information that can be re-purposed and re-used in a wide variety of different ways.

Xerox Global Services provides the bridge between the traditional paper world and the increasingly digital world of documents by streamlining and automating client's Document-Intensive Business ProcessesSM.

We enable our clients to deliver superior business results through a combination of process improvement, cost reduction and quality improvement. This allows clients to complete tasks faster, at a lower cost,

Helping a Mobile Phone Operator Improve Customer Service

One of France's leading mobile phone operators has been working with Xerox since 1996. In 2001, Xerox Global Services devised an innovative solution to their incoming mail problem.

Prior to 2001, the management of incoming mail from customers was handled manually, with each operating site responsible for dealing with its own mail. Depending on its content, the mail would either be processed directly or forwarded to another site better equipped to deal with the

specific customer request. According to their Service Manager "This policy not only involved frequent and numerous transfers of mail between various sites, it also precluded the overall monitoring of mail received by all the sites concerned".

The solution that Xerox Global Services devised was to digitise as much of the incoming customer mail as possible so that it could automatically be routed to the appropriate customer service staff. Overall, Xerox Global Services is now responsible for the direct processing of 80% of the mail received. According to their Service Manager,

"Systematic digitisation has eliminated the circulation of hard copy mail between sites, resulting in a significant reduction in the time needed to move mail from one site to another. An associated benefit has been the reduction of response times to customer requests, together with an improvement in the quality of processing".

Their Service Manager concludes, "These improvements in productivity represent a genuine advance in the quality of our after-sales service and customer relations".

significantly reduce overall processing time, as well as improve the control and quality of the process.

We deliver these benefits to clients through our Business Process Services portfolio by outsourcing specific Document-Intensive Business ProcessesSM and committing to improving key business metrics in these processes to benchmark levels. We achieve this from our extensive experience and lean six sigma based improvement techniques leaving our clients free to reap the benefits and focus on their core business activity.

Imaging and Archive Services

Xerox Imaging and Archive Services give you a solid foundation for records management and regulatory compliance, with a series of outsourced services for capturing, converting, indexing and storing documents for rapid online retrieval.

Product Lifecycle Services

Xerox Product Lifecycle Services touch every stage of a client's product or service documentation lifecycle including authoring, localisation, translation, production and final distribution. It's a proven solution for making sure that the right documents, in the right language and format, are delivered to the right place at the right time.

Finance and Administration Services

Focusing on accounts payable, accounts receivable, logistics functions and the management of contracts, Xerox Finance and Administration Services manage the capture, indexing and storage of documents such as invoices, purchase orders, weigh bills, bills of lading, proof of delivery and supplier contracts. This enables the quicker processing of accounting transactions and the faster resolution of disputes, reducing write-offs and accelerating cash flow.

Client Account Lifecycle Management

Ideal for organisations that need to process inbound customer documentation, such as applications and orders, as quickly as possible, Xerox Client Account Lifecycle Management services cut costs, reduce complexity and improve accuracy by enabling digital documents at every step of the process.

90% of customer communications is through documents⁴





People, Process and Technology

When you work with Xerox Global Services you are connecting into a huge reservoir of human resources with talent and expertise available on tap. That's a valuable resource in a market that's characterised by skills shortages and a high staff turnover.

Our world-wide reach, close alignment to Xerox's highly respected research and development organisations, proven methodologies and over 40 years experience as business technology leaders gives us an extraordinary ability to execute the most complex, complete, and technologically advanced business solutions for our customers.

The Xerox Global Services Methodology – How We Work With You

Everyone at Xerox is passionate about excellence. We set stringent standards and strive to over-achieve. Our methodology can be described in 5 quality-driven steps:

ASSESS



The current state

DESIGN



An innovative solution unique to you

IMPROVE



The process and implement the new service offering

MANAGE



People, processes and technology in a new business model

DELIVER



Business results back to your organisation

Lean Six Sigma

Throughout the Xerox Global Services Methodology we have adopted the Lean Six Sigma approach to deliver cost reductions, reduce process variability and remove waste from complex processes. Lean Six Sigma is a disciplined, data-driven approach that increases throughput speed by removing non-value added activities (Lean) whilst minimising the defects of process outputs (Six Sigma).

For information on the advanced solutions and services that Xerox can provide, visit www.xerox.co.uk/globalservices



ABOUT XEROX GLOBAL SERVICES

Xerox is the global leader in document management, offering the widest array of products, services and solutions in the industry. Xerox Global Services, one of the three main business units within Xerox, offers a broad portfolio of services including outsourcing, consulting, systems integration, imaging and content management.

We work with our clients to improve and manage their document-intensive business processes – everyday processes like customer communications, billing, training or records management. Xerox Global Services are worldwide leaders in document outsourcing and are able to re-engineer all areas of document activity, delivering improved document processes and significant savings in document costs. We work for clients big and small, in all sectors and both nationally and globally.

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- 1 University of California – Berkeley
- 2 Documents – The Life Blood of Your Business, IDC 2003
- 3 Xerox / MORI survey of European Directors, 2002
- 4 Palo Alto Research Centre Incorporated