

Transform your business by transforming your document services.



Access to everything you need to be more efficient

Documents, and all the processes that surround them, represent the single greatest opportunity today for you to transform your business. With our Xerox Document Links Services Platform, document services and delivery are optimized across your enterprise. Processes are centralized, costs are captured, and tools are in place to help manage and improve your business.

Integration and efficiency provide you with immediate access to operational metrics, Service Level Agreements (SLAs), and other efficiency metrics. And with Document Links' dynamically constructed user interface, your functional teams have access to the information they need—nothing more, nothing less.

The Right Solution For Your Challenge

- Transform your business with better communications and more innovative business processes.
- Increase revenue through improved retention rates and response times with value-added services.
- Optimize costs with a centralized and strategic approach to documents.
- Re-focus internal teams and staff on core business initiatives.
- Create a measurable impact, wherever document services touch your enterprise.

A services platform like no other

Our Document Links Services Platform is field-tested and proven technology, the result of more than 20 years helping businesses like yours improve their document processes. The applications and technologies below support a portfolio of offerings that work across the document life cycle—from managing output devices in the office and improving document-driven business processes, to the delivery of high-efficiency production environments.

Document Links Services Platform

Technology Suite—Horizontal Applications*

Office Suite	Production Suite	Business Process Services Suite
<ul style="list-style-type: none"> • Device Manager • Optimization Tool • Modeling Tool 	<ul style="list-style-type: none"> • FreeFlow® • XMPie® • EXSTREAM™ 	<ul style="list-style-type: none"> • Production Imaging Manager • DocuShare®
<ul style="list-style-type: none"> • Services Portal (A) • Services Manager • Report Manager • Job Ticket • Device Agent 		

*Horizontal Applications—A partial list of proven technology to support specific applications in the office, high-volume production, and business process services.

The technology behind the services

At Xerox Global Services, we use these and other Smarter Document ManagementSM components to provide a strategically integrated approach that centralizes your document processes, adds controls and metrics, and injects innovative capabilities. This means higher productivity and business transformation with an experienced document-outsourcing provider across your entire enterprise.

Services Portal An online resource for all your document needs, critical operations metrics, and Service Level Agreement access.

Job Ticket A Web-based application for electronically capturing and managing requests for high-volume production printing.

Services Manager A set of Web-based asset tracking and management applications that provide a single point of management.

Key Benefits

- User interface dynamically tailored to end-users and location
- Simple Web portal servicing all your office, mail, and print needs
- Centralized point-of-control for service requests, tracking, and reporting
- Immediate access to metrics

(A) Services Portal Web Interface



Report Manager A data warehouse for defining, measuring, and evaluating information and metrics.

Device Agent A Web-based application that monitors and collects device meter, supplies and status retrieval, and submission information.

To learn more about the Xerox Document Links Services Platform, visit www.xerox.com/globalservices or call 1-800-ASK-XEROX ext 948.

© 2008 Xerox Corporation. All rights reserved. Xerox®, the sphere of connectivity design, Document LinksSM, DocuShare®, FreeFlow®, Smarter Document ManagementSM, and XMPie® are trademarks or service marks of Xerox Corporation in the United States and/or other countries. 8/08

