

“Print on demand saved us \$1.2 million in the first year and has proven to be the right model year after year.”

– Dave Peterson, *Print Center Manager*
Ingersoll Rand



Our Challenge

“We needed to make ourselves as cost competitive as possible, printing only what we needed instead of having obsolete print that we threw away and mountains of paper that didn’t get used but were paid for. There’s a cost to all that and there’s an environmental impact.”

The Solution

“With our on-site Print-on-Demand (POD) center, we’ve eliminated the obsolescence factor and the purge factor. We only print what we need and we’re providing the most current information. It’s an environmentally friendly way to print and it saves us money every year.

“It’s been a very strong relationship and users’ reactions have been very, very positive.”

Real Results

- \$1.2 million in savings in the first year
- Faster turnaround for distribution of new print jobs—from two-to-three weeks to three days
- Elimination of back orders
- Virtually no waste—only print what is needed; no obsolete materials to discard
- Saved over 5,600 trees by using environmentally responsible papers and migrating to electronic media

“We have more control over our printing and we can make centralized decisions to reduce our spending and get more quality for our money.”

– Dave Peterson, *Print Center Manager*
Ingersoll Rand



Saving Costs, Space and Time with Print on Demand

Ingersoll Rand is a \$14 billion multi-brand commercial products manufacturer that produces millions of pages of technical information each year. How? With great efficiency—thanks to a print-on-demand center managed by Xerox.

Before POD, printing was provided by widespread internal and external resources at a significant cost. According to Ingersoll Rand's print center manager, Dave Peterson:

“We would print 20,000 pieces to get a price break and keep them on the shelf. Then we would pay an inventory fee, pulling fees, shipping and the whole bit. After 5,000 pieces had been used, we might need an update and have to decide if we're going to send out inaccurate material or throw away 15,000 pieces and reprint.”

With POD, Ingersoll Rand prints only what they need, when they need it. This has eliminated inventory expenses and saved the company \$1.2 million in the first year alone.

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Just-in-Time Printing for 60 Million Pages

Turnaround time for a new print job used to be two to three weeks. Today, it's three days. In addition, employees receive current, accurate content. “If we send something out and it changes tomorrow,” says Peterson, “the next order will have the new literature.”

Space savings are an additional benefit. The print center is “completely stockless,” with no in-house or outside inventory. And control has improved dramatically:

“By bringing all our printing under one center, we now know how much we spend annually, plus we have a way to make decisions on the smartest way to do things because we have a better handle on everything.”

“Everything” includes 60 million pages each year—the result of three shifts working five days a week.

Turning Doubters into Disciples

The Xerox team also helps Ingersoll Rand determine which materials are best suited to electronic media—a concept initially received with some “kicking and screaming.” One e-media holdout wasn't convinced until he was shown a CD alongside a 24-inch pile of its contents.

Other employees were reluctant to give up printing control or give in to POD. Peterson offers an example:

“One of our facilities was very skeptical. Xerox worked very closely with them. They went from ‘this will never work’ to ‘we're only trying this because we have to’ to naming Xerox ‘Supplier of the Year.’ That shows how well POD was accepted once people saw what it could do for them.”

In the Black While Staying Green

Perhaps the most rewarding outcome has been POD's sustainability benefits. Printers use remanufactured toner cartridges. Papers are made of recycled fibers. And cartons and bubble pack are continually reused.

“We reduce, reuse and recycle as much as possible,” reiterates Peterson. “We provide high quality print in the amount that you need and consider the environment in everything we do.” Employees are so pleased that the POD team created a “Green Man Group” video highlighting sustainability practices which has become an internal hit. “

Peterson credits Xerox for a strong sustainability commitment and for POD's impact in general.

“Xerox does a very good job of listening. It's not a salesperson-customer relationship as much as we're co-workers. We sit down side by side. It's a good strong relationship where we're both looking to do the best we can for Ingersoll Rand.”



Ready For Real Business