

Xerox helps information technology company reduce document costs by 30%.



“We’re leveraging Xerox’s expertise in Managed Print Services, their technology, knowledge and process, to deliver value to the business units, cost savings to IT and the ability to reinvest those savings in IT innovation.”

– Chief Information Officer
Information technology company

Background

This client is a world leader in the development of products, services and solutions for information storage and management. It takes pride in a strong record of leadership and innovation in bringing organizations of every size the best solutions in the IT industry to securely protect digital information.

The Challenge

Like most large enterprises, this company is driven to maximize value and minimize costs. But that’s not easy when the business operates 400 offices in 60 countries and has to assimilate additional people and infrastructure from strategic acquisitions.

This \$14.9 billion corporation needed to scale down overall costs and more effectively manage their various operations.

One of the ways it chose to do that is by strategically outsourcing non-core, yet vital areas within its IT and Business Process. This client saw another opportunity in the area of document process and output.

In particular, it wanted to centralize its IT spending for printers, copiers, consumables and its global production sites with a goal of reducing operational and maintenance costs and improving cost structures related to document output.

It is also committed to a multi-faceted environmental sustainability plan consisting of education, reduction of solid waste, and decreased energy consumption and greenhouse gases. Therefore, the solution this client chose to implement had to support achievement of its environmental sustainability goals.

The task of managing equipment, printing and distribution, billing, reporting and meeting the needs of over 40,000 employees was daunting, and with no central means of managing the overall costs, this leader in storage and information management chose to partner with Xerox, a world leader in document management.

Xerox has the expertise, experience and global presence required to support this client.

A few years ago, this client signed a contract to implement Xerox® Enterprise Print Services in the United States as part of a global savings initiative. With favorable results already underway in the United States, the program was expanded to include Europe.

Controlling output costs. Delivering globally.

The Solution

The first step was to make a thorough assessment of its office infrastructure, which revealed a surplus of underutilized devices. There was no asset management and no control of costs for printers, supplies and management of all these devices. Complicating the situation was the fact that the client had five or more vendors supplying print/copy services with varying consumables, support and billing. We recognized an opportunity to help optimize, rationalize and provide standard technology platforms in its office environment.

The findings? Nearly 4,800 network devices were in place in the United States, which meant an average of seven employees to each device. Approximately 26% of these devices were either out of date or malfunctioning, and responsible for excessive print costs.

To resolve this issue, a centralized program was implemented to reduce the company's total annual output. A portion of the output fleet was replaced with newer, more cost-effective and energy-efficient technology.

We set up an asset database for global tracking, billing and reporting, as well as an integrated printer and IT Help Desk that logs and tracks all user inquiries and service calls.

We're helping the client achieve its sustainability goals by introducing new Xerox® solid ink multifunction devices that produce 90% less waste than typical laser printers. Where laser printers are still in use, we're diligently recycling toner cartridges. In addition, Xerox has ensured double-sided (duplex) print is the default on all devices.

Through the use of Lean Six Sigma tools, we established an ongoing data-gathering process and critical performance metrics, which the client credits as being the framework for continuously improving the

quality of its customer service. Xerox was chosen because we have the best team capable of providing a complete "utility-model" approach and guarantee cost savings.

The Results

From inception of the program, the client was impressed with our rapid implementation of equipment and services. With Xerox as its partner, this leader in information storage and management is once again in control of its output costs. A 55% decrease in cost per page—thanks to the removal of 600 output devices and an increase in the employee-to-device ratio of more than 35%—has enabled this client to achieve financial and document management goals.

Overall, Xerox has successfully saved this client 30% in costs—**over \$7 million per year**. It also experienced a significant reduction in its asset base and notable improvements in its regional invoicing processes. Since 2006, Xerox has helped this client keep over 20 tons of waste out of landfills through implementation of Xerox® solid ink devices and laser toner recycling efforts.

This company has continued to expand its relationship with us to include global oversight of all office output assets. Xerox's strategies are expected to deliver an additional 10% cost savings in Europe. Plans are currently underway to extend the engagement to the Asia Pacific region.

Using this proven model, we will continue to control functions such as Help Desk, Break/Fix, Supplies Management, Asset Management and proactive Device Management for thousands of Xerox® and non-Xerox® devices in the company's offices worldwide. This company is now well on its way to having a world-class document infrastructure to support its efforts to deliver world class IT services.

About Xerox Services. Xerox Corporation is a world leader in business process, information technology and document outsourcing services. Our unique combination of industry expertise and global delivery capabilities helps you reduce costs, streamline operational processes and grow revenue while clearing the way for you to focus on what you do best: your real business.

For more information on how we help high tech companies, visit www.xerox.com/hightech or call 1-800-ASK-XEROX.

Case Study Snapshot

The Challenge

- Lack of standardized global print capabilities
- Decentralized budget control over print output spending
- No asset management
- Multiple vendors; inconsistent support
- Environmental sustainability goals to reduce energy consumption and waste

The Solution

- Optimized and rationalized office environments
- Xerox® Enterprise Print Services software and a standardized process for printer management
 - Integrated printer and IT Help Desk proactively maintains and fixes output devices
 - Complete control over printing environment
 - More efficient, networked multifunction devices
 - Supplies/consumables management—asset database for global tracking, billing and reporting
 - Utility model for print and support services provides greater control and accountability
- Laser toner cartridge recycling and solid ink devices

The Results

- Improved employee-to-device ratio by more than 35%
- Proactive monitoring of office devices
- 55% decrease in average cost per page
- 30% cost savings (over \$7 million per year)
- Global standardization simplifies the overall output environment, yet allows for regional flexibility
- Scalable, replicable global solution
- Centralized cost control
- Improved regional invoicing processes
- Over 20 tons of waste avoided

