

Hobart and William Smith Colleges build the foundation for an enterprise document management system.



“Xerox is helping us achieve our desired state of a networked environment with productive multifunction devices and centralized Print Services that provide benchmark document/output solutions, enabling a business model that creates overwhelming value for all our constituents.”

– Fred Damiano
Chief Information Officer
Hobart and William Smith Colleges

Background

Hobart and William Smith Colleges are small, innovative liberal arts institutions with a long tradition of academic excellence based in the Finger Lakes region of upstate New York.

The Challenge

A few years ago, senior leaders at the colleges decided to make dramatic improvements to their enterprise printing infrastructure. They wanted to reduce costs, upgrade the quality of document services, increase equipment uptime and simplify management of hundreds of document devices.

At the time, college officials had to contend with 44 separate contracts and 88 monthly invoices covering just copiers alone. Printers, supplies and service accounted for even more contracts. The hard-to-manage situation had evolved out of a long history of decentralized purchasing.

Senior leaders had other goals on their agenda, too. They wanted to reduce the need for costly outside printing by upgrading the equipment in the in-house print shop. And they wanted to develop a sophisticated document management system that would speed up the flow of information, improve the colleges’ disaster recovery capabilities, tighten information security and help promote sustainability.

They invited two leading companies to present detailed proposals and launch pilot projects to prove the value of their solutions.

The Solution

We held a Knowledge Exchange Workshop to analyze the colleges’ “current state” document management problems and identify their short-term and long-term needs. A cross-functional client team of senior leaders, faculty members and staff participated in this vitally important assessment process. We then used our expertise in Lean Six Sigma to develop a detailed, multi-phase optimization plan that included the following components:

- A fleet of networked color and black-and-white multifunction systems with advanced scan-to-email capabilities
- A dedicated, full-time on-site Xerox associate to maximize equipment uptime, provide training and help engineer efficient document workflows
- A Help Desk integrated with the client’s IT department
- State-of-the-art print production equipment for the in-house print center
- Technology to allow students to pay for prints and copies across campus with their HWS network credentials

Optimizing the infrastructure.

Reducing costs.

"I can't say enough about our Xerox team. They are truly dedicated to helping us achieve our goals."

– Beverly Ilacqua
Program Director
Information Technology Services
Hobart and William Smith Colleges

With the client's approval, we launched a pilot project in one department to demonstrate the effectiveness of our solution. The project included a rigorous Xerox® Office Productivity Assessment of the department's workflows and document management needs. Our competitor launched a similar project in a different department.

A 10-person committee reviewed the results and awarded the enterprise-wide contract to us. HWS and Xerox worked together to identify unique requirements and develop a common solution that could be adjusted to the varying departmental workflow needs. This included the replacement of 44 copy machines with 57 Xerox® MFD and 17 networked Xerox® Phaser printers, resulting in a reduction of 469 desktop printers, fax machines and scanners, which is 85% of their total inventory.

The Results

Following the successful implementation of our solution, the total number of printing devices in the colleges' enterprise printing infrastructure decreased from 550 to 81.

The optimization effort:

- Reduced overall costs
- Simplified management of equipment, service and supplies

- Expanded the use of digital documents and automation
- Reduced paper consumption
- Enabled duplex printing supporting a campus-wide green initiative
- Our full-time, on-site Xerox associate and Help Desk gave us the ability to:
 - Provide proactive maintenance, supplies management and increase equipment uptime
 - Speed up service response times and reduce the service and support burden on the client's IT department
 - Provide valuable training to faculty and staff
 - Increase campus-wide productivity by engineering efficient document management workflows

Thanks to the new technology in the campus print center and the rollout of efficient, enterprise-wide online job submission capabilities, the colleges dramatically increased the number of print jobs produced in-house. In fact, the amount of color work handled by the print center has increased substantially. As a result, the colleges have been able to move more and more print jobs in-house rather than spending dollars outside of the colleges.

Based on the successful results of the enterprise print optimization effort, we began to work with senior leaders on ways to improve student records management, information security, disaster recovery and data mining.

These efforts represent the next phase of our longstanding partnership with one of the most innovative colleges in upstate New York.

Case Study Snapshot

The Challenge

- A costly, decentralized printing infrastructure
- 44 contracts with 88 monthly invoices
- Inconsistent service and support
- Inefficient, paper-based document workflows
- Underutilization of campus print center

The Solution

- Lean Six Sigma-based Xerox® Office Productivity Assessments
- A fleet of networked multifunction systems and printers
- Document scanning capabilities
- Help Desk supported by a full-time, on-site DocuCare-trained Xerox associate
- Updated Xerox print production technology
- Online job submission capabilities
- Detailed reporting developed with HWS to meet their required management and reporting needs

The Results

- A single contract and monthly invoice
- 85% reduction in the number of document devices
- Reduced enterprise printing costs
- Increased efficiency, productivity and equipment uptime
- Reduced demands on client's IT department
- Faster response to service requests
- Increased utilization of in-house print shop
- Decreased outside printing costs
- Established infrastructure for enterprise-wide digital document management

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