

Helping a quality-driven manufacturer optimize office print services.



“If printing and document management aren’t your core competencies, it makes sense to let experts handle them. That’s why we developed a strategic partnership with Xerox.”

– Global Sourcing leader

Background

A leading division of a multinational conglomerate needed to reduce costs and waste to contend with a challenging global economy.

The company had a longstanding commitment to quality and efficiency and division leaders were ready to embrace transformative approaches like outsourcing that would save money, improve productivity and efficiency, and give them more control over their infrastructure.

The Challenge

Like many organizations, the company relied on a growing collection of uncontrolled printers, fax machines, copiers and scanners. The devices came from different manufacturers and had different requirements for service and supplies. In addition, the purchasing process was fragmented and decentralized, which made it nearly impossible to control spending and optimize document management decisions.

Division leaders also realized that many of the work practices related to document production could be more efficient. Some people would print color documents without a real need for color output. In addition, thousands of printed pages were never even used, ending up in the recycling bin or trash.

To get control over this essential resource and rein in costs, one forward-thinking Global Sourcing leader turned to a longstanding partner: Xerox.

The Solution

We worked closely with our client to perform a comprehensive assessment of the document management infrastructure at 10 different sites across the country. As a result, we discovered a number of problems that are common in the business world today.

“We had equipment all over the place and maybe as many as 15 different contracts,” recalled the Global Sourcing leader. “There was no centralized oversight and it was almost impossible to determine our total expenditures. We realized that this was no way to manage an important resource that affects the work we do every day.”

Building a foundation for the future.

Reducing costs today.

After carefully analyzing the assessment results, we developed an optimized solution that involved the following components:

- A dramatic reduction in the number of document devices.
- Implementation of state-of-the-art networked multifunction systems with built-in information security features and advanced reporting capabilities.
- Outsourced management of all document devices, including equipment, service, supplies, training and support.
- Print governance rules designed to minimize printing and control cost.
- Detailed reporting and analysis of usage patterns and document management expenditures based on information collected by Xerox Device Manager, a sophisticated technology embedded in our multifunction systems.
- A commitment to continuous improvement and year-over-year cost reductions.

After testing the solution with a pilot program in three locations, we rolled out the managed print solution to all 10 sites nationwide. We also managed all of the communication and marketing initiatives designed to help employees adapt to a new way of working.

“I supervised all of the activities, but the Xerox team really managed everything, including the design of the solution, implementation and the entire Change Management effort,” the Global Sourcing leader recalled. “They did a great job for our company.”

The Results

The implementation of the outsourcing solution achieved the following goals:

- The number of document devices was reduced from approximately 750 to 180.
- The employee to device ratio—a critical measure of efficiency and cost-effectiveness—improved from 2:1 to 8:1.
- The average device utilization rate more than doubled.
- Average employee print volume was reduced by nearly 15%.
- Document management costs were reduced by over 23%.

The optimized infrastructure reduced energy, toner and paper consumption.

The built-in Secure Print features of our multifunction systems helped the client protect valuable documents from inappropriate distribution by controlling access at the device.

In addition, our managed services help guard against potential vulnerabilities by continually monitoring the company’s devices and providing audit trails for a secure and compliant document infrastructure.

Approximately a year after the implementation of our solution, the division was acquired by another Fortune 50 company. Despite the change, we maintained the outsourcing relationship and followed through on our commitment to lower costs on a year-over-year basis.

We also began to look for ways to help our client automate workflows, maximize the use of digital documents and improve the division’s approach to document retention.

“If printing and document management aren’t your core competencies, it makes sense to let experts handle them,” said the Global Sourcing leader who remained our client after the transition. “That’s why we rely on our Xerox team. They have definitely become our strategic partners.”

Case Study Snapshot

The Challenge

- Company-wide cost reductions
- Uncontrolled spend on document management and production
- 15 different contracts for equipment, service and supplies
- 2:1 employee-to-device ratio
- Low device utilization rates
- No ability to monitor and control usage patterns or costs

The Solution

- Outsourced management of the infrastructure for document management and production
- Implementation of state-of-the-art networked multifunction systems
- Xerox Device Manager to monitor print fleet on network
- Robust IT security features and Secure Print capabilities
- Efficient print governance practices
- Comprehensive change management strategy to help employees adapt
- Focus on continuous improvement

The Results

- Total costs reduced by over 23%
- 8:1 employee to device ratio
- Over 2x improvement in device utilization rate
- Reduced consumption of energy, paper and supplies
- Improved information security
- Implementation of an efficient infrastructure for automated workflows and digital documents

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 global manufacturing companies, visit www.xerox.com/manufacturing or call 1-800-ASK-XEROX.