

Carolina Power & Light looks to XBS to provide an efficient, cost-effective digital document solution.



WHEN A COMPANY IS RIGHTSIZING TO PREPARE FOR NEW COMPETITION, DOCUMENT SERVICES BECOME MORE IMPORTANT THAN EVER TO THE BOTTOM LINE.

Carolina Power & Light turned to XBS to improve its digital document system through updated equipment and services.

The headquarters of Carolina Power & Light was using 5- to 10-year-old light-lens copiers to handle almost two million copies per year. With the increasing likelihood of competition within the utilities industry, CP&L needed to improve its document system quickly. To handle an upgrade this significant, it would take the kind of services you'd expect from the worldwide leader in document technology.

Enter Xerox Business Services.

XEROX BUSINESS SERVICES

C L I E N T P R O F I L E



A CONSISTENT IMAGE.

Carolina Power & Light, based in Raleigh, N.C., generates, transmits and distributes electric power to more than 1.1 million customers throughout the Carolinas. Unfortunately, its document services weren't efficient. Employees and departments did not have to pay for copies, so waste and expenses were out of control. With competition in the future a distinct possibility, CP&L had rightsized, and was projecting an image of quality and service to its customers. Its documents had to reflect this image for the company to increase its success.

PRINT-FOR-PAY.

XBS had a strong presence at CP&L, but competed with IKON Office Services, which had taken over some off-site and walk-up copiers, to provide document solutions for CP&L's corporate headquarters. The winner of the new CP&L contract would have to provide the ability to create sharper, higher-quality copy options while keeping costs under control. XBS presented a plan that satisfied both of

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CP&L's requirements, which IKON was unable to match. The XBS strategy provided top-of-the-line digital equipment throughout CP&L and offered an extensive array of creative products and services.

The CP&L solution called for an amazing degree of flexibility and customization. XBS created a program from scratch that allowed business units and other departments of CP&L to pay directly for their copy jobs with a credit card. XBS also reduced indirect overhead to corporate services by charging it directly to the operating budgets of the IBUs. In addition to its smart, new payment method, XBS proposed that by extending the existing contract for three years, the actual monthly cost that corporate services would absorb for basic services and walk-up copiers would decrease. Any additional charges for the new copy center equipment or services would be paid for on the print-for-pay credit card system as well.

“The print-for-pay credit card system

that XBS created was exactly the cost saving measure we needed to keep providing quality, cost-effective power to our customers,” said a manager at CP&L. “The flexibility XBS showed was impressive and was a factor in our decision to extend the previous contract.”

POWER UPGRADE.

In addition to the new payment system, XBS installed 27 DC-230s, 6 DC-220s, a DC-40 with Splash, a DocuTech NP 155 equipped with tape drive and signature booklet maker, and a networked 8855 engineering copier, to replace the existing equipment. The entire procedure, including the rebuilding of the copy center to accommodate the new equipment, took only three months and utilized the XBS DMSI process to ensure the customer's highest satisfaction. CP&L employees were informed of the new equipment and services through a massive promotional campaign of intranet sites, e-mail, displays at walk-up copiers, training sessions on the DC-230s, and advanced copier training for dedicated users.

THE BENEFITS OF XBS.

The new solution provided by XBS has saved CP&L from 5 to 10 percent (\$3,000+ per month) on overhead expenses. With the new equipment in place, the capabilities and efficiency of the CP&L document system have both improved greatly. For example, an employee had been sending multiple-page, 11" x 17" jobs to an outside printer to have halftone pictures electronically placed, then have the prints folded and stapled into a signature booklet. This

tedious process had cost his department almost \$3,000 total. The new digital system now allows that same customer to place his images, then print, stitch, and fold each booklet at no cost to his department.

"We've seen significant savings from our new relationship with XBS," said a CP&L manager. "Quality has increased, downtime has decreased, and we're continuing to improve our image of efficiency and quality among our customers."

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