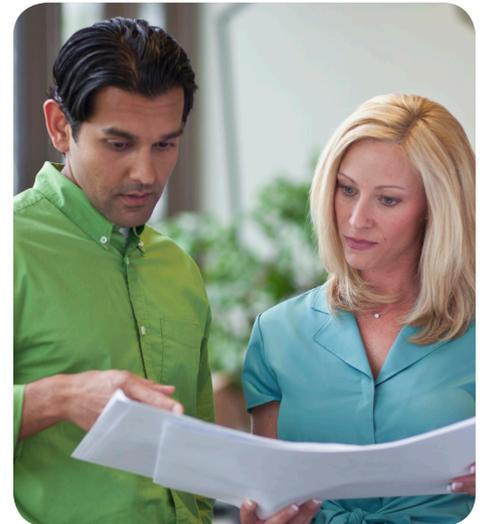


## Reliable, Sustainable Printing for Manufacturing and Office Environments Worldwide



### Challenge

For one of the world's top-ten car manufacturing companies, printing is a critical element of its production lines at more than 150 plants. A checklist must be printed and validated for each vehicle at every stage of the manufacturing process before it can move to the next stage; and a quality booklet has to be printed for each completed vehicle. Naturally, the company can't run the risk of a printer fault causing delays or holdups to a production line.

Other departments, including the company's centralised purchasing and services organisations, also depend on access to reliable, efficient printing for all their activities — many of which, such as those relating to HR, financials and industrial IP, additionally demand a high degree of security.

### Solution

The manufacturer has implemented the Xerox Managed Print Service (MPS) globally. The service includes proactive management of consumables and any faults. Approximately 1,000 Xerox printers have been integrated into the company's production lines. To avoid production stoppages, spare devices are on hot standby, ready to be quickly substituted if a production-line printer develops a fault.

Around 5,000 multifunctional devices (MFDs) support the rest of the business, including the purchasing and services organisations — rationalising and consolidating the company's previous fleet of single-function devices from a variety of suppliers. Pull-printing helps to reduce the risk of sensitive printouts falling into the wrong hands, and keep wasted prints to a minimum.

### Results

The Xerox Managed Print Service meets the considerable documentation needs of the car manufacturer's non-stop production lines. Through implementation of an energy-efficient global fleet of Energy Star printers and MFDs, the company has not only cut the operational costs of printing throughout its operations, but also its environmental impact, helping it to achieve its corporate sustainability objectives.

- 30% cut in operational costs over the initial four-year contract period
- Additional 15% operational cost savings to be achieved over a five-year contract extension period
- Increased production line efficiency through proactive device management and a 10% 'hot standby' fleet
- 80% of device alerts proactively managed for increased device availability
- 30% reduction in energy used in device operation and 40% reduction in greenhouse gas emissions over the five-year contract extension period, with the latest energy-efficient devices
- Increased document security with pull-printing



### Ensuring printing keeps up with production

Our customer, one of the top-ten global car manufacturers, produces more than 4.5 million cars a year at over 150 manufacturing plants worldwide. For every vehicle at each stage of the production process, a checklist must be printed and validated before the vehicle can move to the next stage.

Because the company can't risk print-related problems causing production to grind to a halt, Xerox complements proactive consumables and fault management of the printers on each plant floor with a bank of spare devices on hot standby. If a production line device develops a fault, a spare device can swiftly be substituted, so that printing — and production — can continue uninterrupted.

The company must also print a booklet certifying that each completed vehicle meets quality standards. The booklet must be retained throughout the vehicle's life and serves as the first point of reference for information relating to driver and passenger safety.

### Optimising productivity and document security

To free up its operating companies to focus on core business activities, the manufacturer established two centralised organisations: one to handle all direct and indirect purchasing; the other to handle services such as HR, Payroll, Finance, Administration and Legal. Xerox MPS provides the highly available print capability which is key to efficiency and productivity across these organisations, as their internal approvals and other processes are currently paper-intensive.

The purchasing, services and other teams, including R&D centres worldwide, also use pull-printing for greater flexibility (since users can release print jobs at any MFD) and to improve the security of sensitive and confidential information (since documents aren't left lying on printers for others to see).

### Making high-volume printing more sustainable

Many of the company's sustainability goals naturally relate to the vehicles it produces and the way it manufactures them. But its commitment to sustainability extends to all areas of its operations, and printing is no exception. Long-term, the company is looking at ways to reduce the amount it prints by digitising some of its paper-intensive processes. In the meantime, it has worked with Xerox to improve the sustainability of its current office and manufacturing plant printing practices.

Its global fleet of over 6,000 printers and MFDs consists almost exclusively of energy-efficient Energy Star MFDs, which help to reduce energy consumption and greenhouse gas emissions. In addition, the company's use of pull-printing in its office environments helps to reduce waste by eliminating unclaimed printouts. Increased use of duplex printing and reduced use of colour are also set to contribute to making printing even more sustainable.