

## Xerox Office Services

### Overview Brief

# Reduce costs and optimize processes to help your business grow.

A full range of services to manage and optimize your office devices, infrastructure, and workflows.



Today, the pressure to drive cost out of IT and office infrastructure continues, especially as it pertains to managing the output devices across your company. Industry estimates for current costs for total document output can be as much as 3-5% of total revenues. That's why strategically managing the office environment has become a priority for so many companies.

Xerox Global Services has been providing device and output management services to leading companies around the world for decades. From help desk to fully outsourced managed solutions, we have

proven resources to optimize the most complex and diverse output environments. More importantly, with Xerox you'll have the tools and processes in place for optimal performance today and tomorrow, wherever your business takes you.

Beyond reducing cost, Xerox works with you as a strategic and accountable partner to provide solutions that are more secure, compliant, and integrated with your work flows and business processes. These solutions yield superior business processes that can play a critical role in helping your profits grow.

## THE RIGHT SOLUTION FOR YOUR CHALLENGE.

### Challenge: A limited view of document output across your enterprise.

Ownership for document output is usually fragmented across organizations and departments. We begin with an effective assessment to baseline your current environment and spend, then continually monitor to control and manage your environment.

### Challenge: Wide variation in control and service levels.

Many organizations struggle with multiple and diverse contracts and service level agreements. Xerox manages and reports performance to you so you can make informed, fact-based decisions about your investments.

### Challenge: Managing a multi-vendor office environment.

We offer a single point of contact and accountability to help make your vendor relationship more efficient and cost effective.

# A fresh perspective adds value and savings.

## Millions in potential savings

Our experience doing document assessments in the office shows that cost savings can be significant. We analyze the actual costs of how you manage document output, assets, infrastructure, and workflows across your enterprise; establish your baseline spend; and provide you with a documented strategy for how to achieve cost savings which range from 10 to 30% and sometimes more.

## Savings today and every day

Xerox Office Services offers a balanced, total approach to deliver sustainable results year after year. We control and manage all of your document output devices, regardless of vendor, and provide services that are scalable and flexible to meet your unique needs. Our tools

and technologies integrate with your technology infrastructure and optimize the investments you've already made. With over 1.5 million non-Xerox devices under contract, we manage all aspects of multi-vendor environments, including help desk, break-fix, service level agreement management, supplies, and procurement.

## Value beyond cost savings

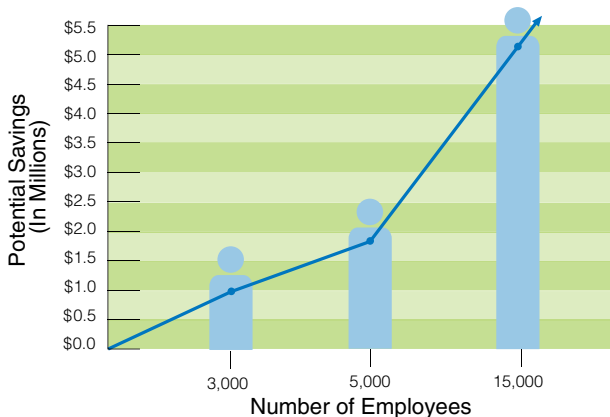
Cost savings is just the beginning of a growing value continuum to manage employee needs, mitigate risk, ensure security, drive regulatory compliance, and help people work more efficiently and effectively. We manage and leverage your document output devices, infrastructure, and workflows to:

- Deliver sustained, predictable, and continual, on-going improvements

- Provide a pre-emptive support model to proactively address end-user productivity and satisfaction
- Enable an output technology platform to move from tactical to strategic decision-making and migrate business process workflows based in paper to digital content

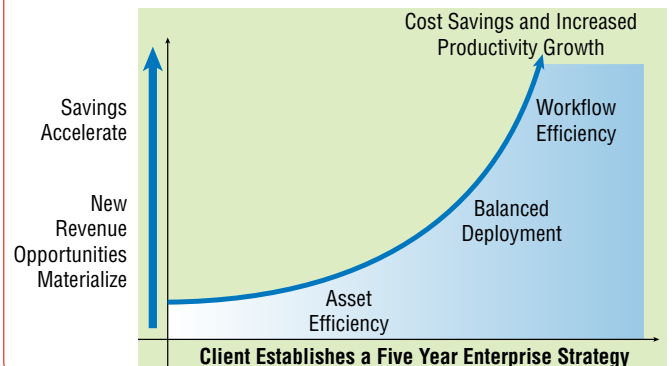
Jim Joyce, senior vice president, Xerox Global Services, puts it this way: "Effective document output management creates a platform for continuous, sustainable process improvements, enhanced security, compliance, and workflow efficiencies which deliver far greater financial benefit and competitive advantage."

## Xerox Office Services: The power to reduce document output costs



Source: Xerox Office Document Assessment Analysis, encompassing over 90,000 users

## Adding value across the enterprise.



### Proactive, not reactive, support

Continuous monitoring and a pre-emptive support model drives device uptime, output quality, and increased user productivity. Understanding how your devices are utilized, and sometimes underutilized, enables optimal placement and configuration. Proactive break-fix services reduce calls to the help desk and free your IT staff and end-users from the support process so they can focus on their core competencies. Real-time alert and response maximizes the productivity of all document output devices—and the people who use them.

### Security and compliance matter

In today's highly regulated industry environments, the cost of non-compliance can be severe. Older legacy equipment can be a liability in today's networked office and provide a gateway to confidential

information. We help guard against potential vulnerabilities by continually monitoring your devices, network ports and protocols, recommending actions, and deploying resources to maximize your information security.

### A managed output initiative that works

These initiatives often fail because they focus only on the technology aspects. Xerox focuses on the processes and the people who use them. Comprehending the needs of your employees and their work processes is a vital input to developing and implementing a successful, managed output strategy for your business. We minimize disruption through effective, change-management processes and provide end-user support to ease transition, train, and foster on-going communications and response.

### Relentless attention to results

With our metrics-driven Lean Six Sigma approach, Xerox Office Services provides a “dashboard” for fact-based decisions. Current performance is measured against agreed-upon targets for key metrics established for device management, acquisition, service support, and supplies. This is used to ensure service level agreements are met and exceeded, and the entire process is continually fine-tuned for optimum value.

Look to our portfolio of services to assess, design, implement, and manage your document output processes and put you on the road to multi million-dollar results.

## A Dashboard for Continuous Improvement



Just like a car's dashboard monitors the vehicle's performance and gives the driver continuous feedback, the tools, technologies, and methodologies used in Xerox Office Services provide the data needed to create a dashboard to optimize your document output infrastructure. Xerox professionals use this to provide you with:

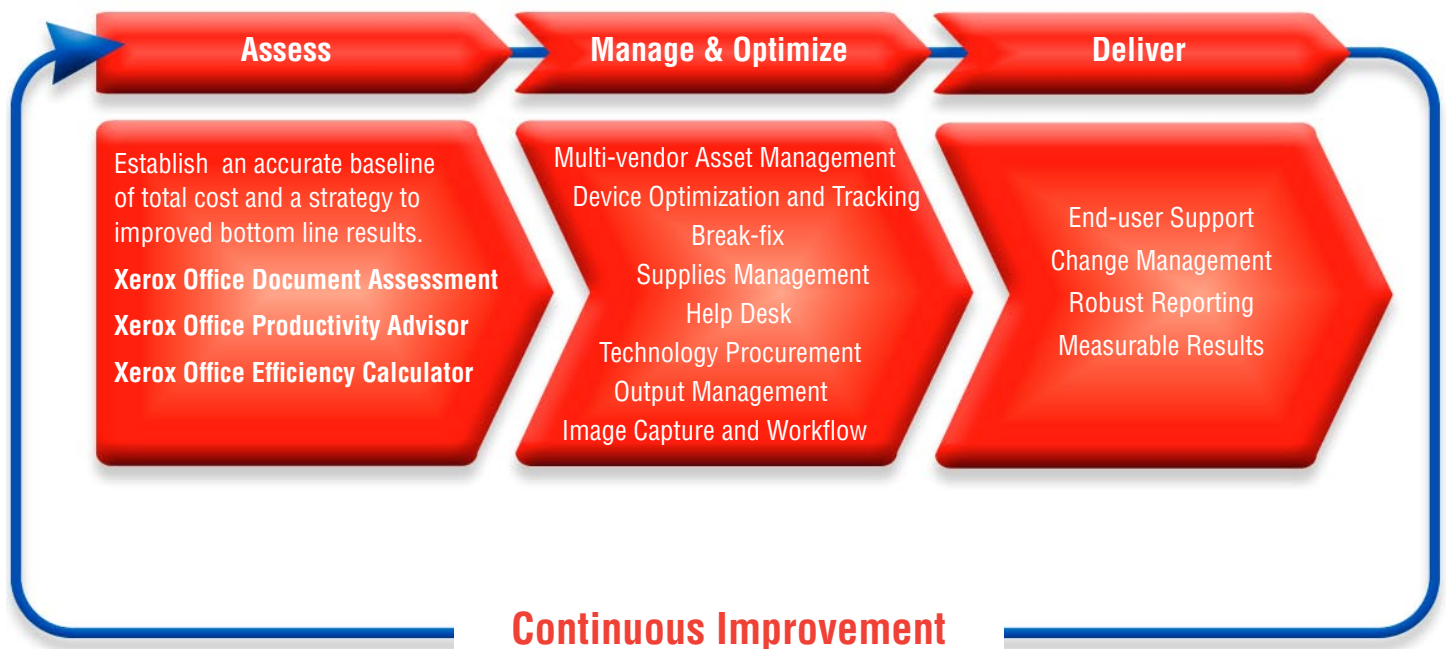
- Visibility to current performance and service levels
- Robust management reporting on your key metrics
- Fact-based recommendations and actions



- Case Studies
- White Papers
- Related Service Offerings

## Xerox Office Services

Today's highly complex and diverse mix of office output technologies can add significant cost and inefficiency to any business. Xerox Global Services can help with a full range of services for managing document assets and infrastructure in the office from help desk to fully managed service, regardless of vendor. And only Xerox can connect and integrate seamlessly with your business processes for continuous cost improvement, added security, and an improved workflow.



## Xerox achieves J.D. Power and Associates Certification

Xerox is the first document management technology company to earn the J.D. Power and Associates Certification for outstanding technology, service, and support:

- Online—Web-based assistance
- On call—Welcome Center support
- On-site—Dispatched service

We achieved this year-long certification after a rigorous examination of our processes and procedures to ensure we're delivering the highest level of service and support to our customers. At Xerox, we plan on meeting these stringent criteria every year.



*“An Outstanding Customer Service Experience”*