Driving your paper-to-digital journey via the RM3781 framework

Overview, benefits and considerations
Delivering savings. Reducing risk. Saving you time.

Xerox UK is a supplier on Lots 2 and 3 of the Crown Commercial Service (CCS) RM3781 framework agreement. This framework is targeted at assisting the UK public sector on its journey of digital transformation. CCS, in partnership with leading procurement organisations, YPO and ESPO, provides a best value route to market for the supply of Multifunctional Devices, Managed Print and Content Services and Information Management that will accelerate the use of digital technologies and deliver cost savings for central government departments and the wider public sector.

The framework has been designed collaboratively and influenced by many procurement professionals from the public sector for the use of all segments of the public sector. It’s designed to offer best value, save time and reduce the cost and risk of buying these products and services. As a global technology and services leader within this market, Xerox has been awarded supplier status on the RM3781 framework for both lots 2 and 3.

Why consider using the RM3781 framework & Xerox UK?

Accessing the Crown Commercial Service RM3781 framework brings a number of benefits to you:

Best value – due to the aggregation of spend and leverage of the whole of government and wider public sector’s buying power, this agreement delivers better value for money and improved cashable savings. The framework also provides customers with a choice of commercial models appropriate to their own particular needs and business requirements at a price which is extremely competitive and far lower than can be sourced via other purchasing routes including those based locally.

Less resource – it also minimises the duplication of effort and time taken within the procurement process. This removes the need for you to conduct a lengthy supplier evaluation each time you have a requirement, saving both the time and cost associated with procurement exercises. The procurement professionals have done this for you as part of the overall tender submission evaluation. All customers using RM3781 are supported by strict terms and conditions, including compensation for non-performance.

Smarter procurement – This framework is fully compliant with all Public Contracts Regulations. Whilst you may want to engage local suppliers, this framework provides best value in the market place.

Supporting you – the framework is jointly managed and monitored by Crown Commercial Service, ESPO and YPO purchasing bodies. These organisations provide guidance and support to all customers using the framework. In addition, your views and requirements are taken into account when reviewing and developing future contracting arrangements.

Valued Partner – Xerox is a partner of choice that collaborates with you and supports you throughout your paper-to-digital journey. Through the RM3781 framework you will be partnering with a reputable supplier, committed to maximise your savings and reduce your costs. Xerox is committed to the highest standard of information technology and is both ISO 27001 and Cyber Essentials plus accredited.

Environmental standards – Xerox was an early adopter of ISO 14001, an international standard for environmental management. All of our major manufacturing sites were certified to ISO 14001 in 1997, within one year of the development of the standard. We continue to invest in research and development enabling us to offer products that reduce waste by 90% and energy consumption by over 40%.

Supporting your Digital Transformation – The scope of lots 2 and 3 of RM3781 is fundamentally structured around the whole lifecycle of the document within your organisation. Therefore, this framework is uniquely positioned to allow your organisation to procure products and services which will assist your organisation in its digital transformation and realise the associated financial and customer benefits.
Lot 2 & 3 Explained – Designed for simplicity

Lot 2 allows you to procure solutions tailored to meet the requirements of your print strategy & enable you to optimise and automate document workflows and relevant business processes.

Solutions include:

- Multifunctional devices & print management services
- Business process optimisation & automation software
- Workflow management software
- Document management software
- Inbound mail software
- Asset management & third party legacy equipment
- Hybrid mail solutions
- On-site print/fleet manager & engineer optimisation & automation software (including cloud-based mobile printing, document managing/archiving/storage tools which provide seamless integration & ability to interface with third-party EDRMS solutions)
- Wide format & 3D printing

Lot 3 involves an outsourced service which helps organisations to centralise, securitise and standardise office output. Xerox will accommodate the customer’s needs to reduce costs and become more efficient by delivering an optimised print strategy through the implementation of best practices, more efficient approaches to the printing operation and changing behaviour across the organisation with ongoing management of the solution

- Document/ information lifecycle optimisation
  - Develop and present a process of analysis and optimisation of document/ information lifecycle
  - Continually improve how documents & information are captured, transformed and managed
- Electronic document & records management systems (EDRMS)
  - Deliver EDRMS as part of a managed print and content management service
- Hybrid mail
  - Provide a wholly secure, on-site and/or off-site hybrid mail solution
  - Automate inbound and/or outbound mail processes where possible, to create efficiencies and reduce costs

As result of the Xerox service DWP has achieved:

- 21% reduction in costs in first three years
- £15m saved on office print in 5 years
- Paper use down by 14%
- Warehouse space cut by 12% from 90,500 to 80,000 square feet
- Wasted print reduced by 66%
- Average document review cycle shortened by 40% and order fulfilment-cycle reduced from 20 to 5 days

“Outpatient care typically starts with an appointment letter — and suffers if the letter is late or doesn’t arrive at all. It’s not an exaggeration to say that Xerox is helping us deliver better patient care with its hybrid mail service.”

Ruby Dey,
Programme Management Office (PMO) Manager Maidstone and Tunbridge Wells NHS Trust
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