

“While moving to a new office we thought about the confidentiality of the documents primarily. One floor is shared by several different companies, so it was vital to ensure that our client confidential information would be shared properly. The Xerox solution has ensured high level of document security, so we no longer have to worry about it.”

– Gintarė Gaidelionytė, Office Manager
Civitta

STARTING POINT

Civitta Ltd. was moving to a new office in the heart of Vilnius and wanted to ensure that the move goes smoothly, without interruptions of the work processes. Being an open-space type of an office with a number of companies on the same floor, it was vital to ensure that Civitta staff would be well supported by the IT team for any document workflow related questions and that confidential client documents remained secure and shared accordingly.

The company decided to hire a provider to manage the workflow in the new office. Besides the above objectives, Civitta was looking for a solution with one single point of contact, based on centralized and productive printing devices that would allow reduced printing volumes and expenditure as well as provide predictable and transparent printing costs.

A Xerox® Managed Print Services solution proposed by BMK, a Xerox authorized partner in Lithuania, met all client requirements and a contract between two companies was signed.

SOLUTION

To optimize Civitta's equipment fleet, a number of new Xerox printing devices – Xerox® WorkCentre® 7830 color multifunction printers (MFPs) and Xerox® WorkCentre® 6655 color laser MFPs – were installed at the client premises to replace outdated ones from other suppliers.

To ensure increased security, the MPS solution also included server-based application YSoft® SafeQ®, an intelligent print management tool that extends the standard functionality of MFPs and improves the printing environment by providing effective monitoring and control of the entire print system. The IT get a comprehensive overview of who is printing, what is being printed, and which printers are used.

For additional high-level view of the print fleet, the Xerox® Device Agent was installed. This remote device-monitoring tool enables a proactive management of the print fleet, detecting in real time any requirement for supplies or operational issues to maximize the uptime and availability.

In addition to that, to monitor quality of the service provided, a real-time automated incident and Service Level Agreement (SLA) reporting system was implemented.

All Xerox devices came with the Follow Me® driverless mobile printing technology by Ringdale, to allow users to print from any machine using their ID card or from a mobile device.

RESULTS

The implementation of the Xerox® MPS solution with remote control of all printing infrastructure by Xerox partner BMK took pressure off Civitta's IT department, which can now focus on its core tasks.

“If there are any questions or problems regarding printing, we have one centralized contact, we call BMK, they register the request and the problem is solved quickly, either remotely or locally.” – states Gintarė Gaidelionytė, administrator, Civitta



Civitta has already seen the following benefits from using the Xerox® MPS capabilities:

- Reduced printing volumes
- Allocation of expenditure by business units, departments, employees
- Easy monitoring and control over the entire print system with reports created by YSoft® SafeQ®
- Tight control of supplies and efficient break-fix delivery based on the reports provided by the Xerox® MPS toolset
- Improvements in information security – printing by ID card or pass code ensures the confidentiality of the printed materials, especially those of finance and legal departments

“This user-friendly solution helps our employees to stay comfortable and we are happy to have reduced printing volumes and expenditure, centralized, fast devices and predictable and transparent printing. We look forward to cooperation in the future” – adds Ms. Gaidelionytė.

ABOUT CIVITTA LTD.

Civitta is a leading independent management consultancy company in the Baltics and Western CIS with offices in Estonia, Latvia, Lithuania, Belarus, Russia, Ukraine, Moldova, Serbia and sales office in

the United Kingdom. Civitta covers a wide range of services, including management consulting, grants and project management, market research and customer data analytics, entrepreneurship support and start-ups, public policy and development.

ABOUT BMK

Based in Vilnius, Biznio mašinų kompanija (BMK) implements solutions that help its private and corporate clients around the country to obtain the precise information, on time, in an acceptable form, safely and cost-effectively. BMK provides business solutions in these fields: printing technology, audio/video technology and technology used in education. BMK has been a Xerox partner in Lithuania for the past 22 years. Being a premier partner and service provider, in 2015 BMK also joined Xerox® Partner Print Services (XPPS) program and is now accredited to provide Xerox® MPS to clients in Lithuania.

ABOUT XEROX

Xerox Corporation is an \$11 billion technology leader that innovates the way the world communicates, connects and works. Our expertise is more important than ever as customers of all sizes look to improve productivity, maximize profitability and increase satisfaction. We do this for small and mid-size businesses, large enterprises, governments, graphic communications providers, and for our partners who serve them.



We understand what's at the heart of work – and all of the forms it can take. We embrace the increasingly complex world of paper and digital. Office and mobile. Personal and social. Every day across the globe – in more than 160 countries – our technology, software and people successfully navigate those intersections. We automate, personalize, package, analyze and secure information to keep our customers moving at an accelerated pace. For more information visit www.xerox.com.