# Vilnius Tech Park

"We appreciate the high level of communication and service delivery, we are glad to have proactive monitoring service. Since implementation of the Xerox® MPS solution, there have not been any major incidents that disrupted the workflow, and small issues were solved immediately."

– Karolina Gelvonauskytė, coordinator
  Vilnius Tech Park.

### STARTING POINT

The idea behind creating Vilnius Tech Park was to make the ideal future a reality. The concept was to provide a collaborative working environment for a range of startups, venture capital funds and creative entrepreneurs, as well as other established innovation players. The company needed a reliable printing infrastructure to support this system and allow its clients to work without any interruptions.

Vilnius Tech Park was looking for a supplier that would be able to offer a sustainable solution based on centralized productive devices generating minimum waste, which would provide fast and reliable service of the printing fleet, predictable and transparent printing cost as well as secure print capabilities. Also, as clients would be constantly changing, the company needed to ensure there is a simple way to allocate printing costs to each customer.

All customer requirements were met by the Xerox® Managed Print Services solution proposal made to Vilnius Tech Park by BMK, a Xerox authorized partner in Lithuania.

### SOLUTION

As the first step, new Xerox color multifunction printers (MFP) Xerox® WorkCentre® 7835 and Xerox® WorkCentre® 7225 were introduced to the client premises.

To address client's requirement for high security levels, each of the Xerox devices offer secure pull or Follow Me® driverless mobile printing technology by Ringdale, allowing staff to print from any device using their ID card. In addition, all data processed by Xerox MFPs is encrypted, offering additional security for the documents.

All client devices were connected to the Xerox® Global Contact Centre (GCC) to be proactively monitored by specialized agents. The platform enables the managed service by reacting to incidents centrally and thus ensures a continuous supply of consumables and fast remote troubleshooting. This helps to minimize equipment downtime and improve users' satisfaction.

In addition to GCC support, a real-time automated incident and Service Level Agreement (SLA) reporting system was implemented to monitor the service quality provided. To gain transparency of printing expenditure and control of the printing fleet, a printing accounting system was introduced.

### RESULTS

The implementation of the Xerox® MPS solution with remote control of the printing infrastructure allows for real transparency and cost control. Vilnius Tech park can now allocate expenditure by each of their clients.

As all document management services including printing are outsourced, the company does not need an IT department. The staff are focused on their core responsibilities instead of resolving incidents and ordering consumables.

As a result, the Vilnius Tech Park is providing high-level customer service to its clients. Customers can now be sure their documents

are printed when they need them, that nobody will have access to their information and that they will pay only for those document services which they have used. Clients also appreciate wide functionality and ease of use with the Xerox MFPs.

Introduction of Xerox centralized devices and Xerox® MPS and monitoring tools has helped Vilnius Tech Park to make great sustainability records by minimizing waste levels and optimizing paper, energy and consumables consumption.

### ABOUT VILNIUS TECH PARK

Vilnius Tech Park is the region's most complex and integrated ICT hub, which aims to attract and unite innovative talent from game development, big data, cyber security, smart solutions, fintech and digital design. The 9000+ square meters of working space, located in renovated 19th century buildings, holds over 700 working places for entrepreneurs and professionals, who also benefit from unmatched business development infrastructure and exclusive services from the park's core partners. So far, more than 40 companies have already made it their home.

### 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.