We take care of printing infrastructure for DHL Express so they can focus on their business. Resulting in improved user satisfaction and cost savings of 25%.

**Background**

DHL Express, a leading provider of logistics, courier and express parcel delivery services in Mexico and worldwide, was looking into printing process solutions to allow it to streamline the management of printed documents. The printing infrastructure to service the import/export operational areas of the company in direct contact with customers was being managed internally.

**Challenges / Problems**

DHL Express sought to reduce printing costs for more than 3,500 employees, improve document management and optimize company resources.

Several factors made their printing environment extremely difficult to manage. They had multiple consumable suppliers and service providers and a wide variety of brands (5) and models (46) installed, of which more than half were between 3 and 5 years old.

Furthermore, they lacked real information regarding consumption and expenses.

**Solution**

Xerox worked with DHL Express to perform a comprehensive, Lean Six Sigma-based assessment of the existing print environment, incorporating 3 essential concepts: the voice of the environment, the voice of the customer and the voice of the process. This analysis allowed us to determine the real TCO (total cost of ownership) and achieve a clear understanding of the needs of the enterprise.

Xerox designed an optimization plan in accordance with the technical, financial and HR requirements of DHL Express. The solution includes support personnel, billing software, a monitoring system and 405 units installed in 3 corporate offices, 56 work stations and more than 200 points of sale throughout Mexico.

The managed print service is designed to streamline the processes of printing documents, benefiting the customers of DHL Express, which moves more than 100,000 packages per day.

**Results**

By implementing a company-wide printing policy designed by the leader in managed services, DHL Express realized savings of 25% on their printing costs compared to their earlier, internally managed solution.

Additional benefits include:

- 20% reduction in the number of installed devices
- Streamlined management with just a single provider
- Complete oversight of what and how much is printed
- Document security
- Standardized processes nationwide
- Reduced paper consumption
- Increased employee productivity
- Lower environmental impact

**About Xerox**

Xerox is the world’s leading enterprise for business process and document management. Xerox technology, expertise and services enable workplaces—from small businesses to global enterprises—to simplify the way work gets done so they operate more effectively.

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