Your business, like so many others, is overwhelmed by documents and data. Xerox Global Services can help with repository and workflow services that build onto our extensive imaging services as part of an enterprise content management system.

With an experienced team and advanced technology, we can deploy a high-end enterprise platform that:

• Can be tightly coupled to your business process workflow
• Supports high transaction volumes
• Provides enterprise-level credibility

Xerox can also provide an integrated platform that is very cost-effective, departmentally-scaled, and can be rapidly deployed to remote locations. It features:

• Seamless enterprise-platform integration
• Advanced document processing through Smarter Document Management™
• Easy-to-use user interface

Both approaches can connect to a records management engine to help facilitate corporate compliance, and to Xerox imaging capabilities so they readily accept feeds from any Xerox imaging platform.

**THE RIGHT SOLUTION FOR YOUR CHALLENGE.**

**Challenge: Cost-effectively streamline document processes.**
Our integrated document system will not only help you reduce costs, but accelerate decision-making, mitigate risk, maintain compliance, and produce measurable improvements.

**Challenge: Secure and recover important documents.**
Our global content management repositories offer regulatory compliance and include capabilities for advanced disaster recovery and business continuance.

**Challenge: Provide access to critical documents.**
Documents stored within our global repository can be accessed simultaneously by all of your employees while adhering to your records management policies and procedures for security.

“Companies spend up to 5-15% of their revenues managing documents in support of business activities. Repository and Workflow Services can reduce spending, accelerate time to revenues, and conserve capital expenditures.”

Glenn Schwartz,
Managing Director,
Xerox Global Services
Xerox Repository and Workflow capabilities can be organized around required service components. We can implement, manage, and maintain a robust system that enables your business processes.

**Administration services.**
Because of the growing complexity in repository and workflow systems, Xerox provides a suite of services to aid in their administration:
- Collection management and document hierarchy establishment
- User management, including Access Control Lists (ACL)
- Document type identification and ongoing management
- Metadata identification and tag management
- Workflow metrics, monitoring, and reporting
- Help Desk support for all levels, from end-users to system administrators, as well as integration and development support

**Management services.**
Repository and workflow systems are generally implemented in carefully managed secure multi-server data center environments. Xerox manages these environments with Service-Level Agreements (SLAs) exceeding 99.9% uptime. Specific management tasks include:
- Hardware platform management and monitoring
- OS/NOS management and monitoring
- Network infrastructure management and monitoring
- Problem identification and resolution consulting
- Data and document security, back-up and Disaster Recovery (DR) planning and execution
- Our data centers are SAS 70 and BS7799 audited.

**Delivery and integration services.**
Configured to your specific workflow and integration needs, our services help assure that the right document is delivered to the right user at the right time. Employees can view, email, print, share, and update simultaneously and according to your records management policies and procedures. This includes the flexibility of delivery in three ways:
- Hosted in Xerox’s world-class facilities, supported by a full range of services
- Managed by Xerox at your location, supported by selected capabilities relative to your business needs
- Integrated technologies implemented by Xerox, with responsibility for ongoing operations and control assumed by the business

These services can be tightly integrated to your line-of-business application using tools such as J2EE, .NET, web services, API layer integration, and URL/href link integration.

**Measurable results.**
Using a disciplined approach based on Lean Six Sigma methodology, we quantify performance, cost reductions, and ROI.

Streamline for Success with our Content Management Services
From the simple to the complex, our integrated services protect your documents and enhance your workflow.