

Improved workplace productivity. Greater employee flexibility. Enhanced security. Xerox delivered all this—and reduced costs—for this large civilian agency.



Our Challenge

A bureau of a large federal government civilian agency was transitioning from a three-building campus into a single, state-of-the-art headquarters. With less space and a greater emphasis on workplace productivity and telecommuting, the bureau needed to empower workers to be more flexible and efficient.

Our Solution

Next Generation Xerox® Managed Print Services helped guide the organization to new levels of productivity and flexibility and significantly reduced costs. A full suite of Xerox® solutions and technology transformed workflows, enabling employees to work faster, enjoy more print freedom and do it all with the peace of mind that best-in-class security provides.

Our Results

- Follow-You Printing™ boosted workflow productivity and flexibility by eliminating reliance on a single printer
- Security was improved with personal identity verification (PIV) systems and increased print oversight
- Downtime and IT costs were substantially reduced due to proactive device management and alerts through the Xerox® Device Management tool
- Employee training and demonstrations enabled smooth change management
- Reduced costs by optimizing the print environment, moving from a 1:1 employee-to-device ratio to 11:1
- Decreased overall printing due to greater visibility into devices and usage

From streamlined individual workflows to big-picture process improvements, the entire bureau is working more efficiently thanks to changes and solutions recommended by Xerox.



Changing Buildings and Mindsets

A bureau of a large federal government civilian agency was in the midst of transitioning its employees from three separate buildings into one. But the move wasn't just physical, it marked a philosophical shift as well. "We wanted to use this new space to transform the work environment and better meet the demands of an increasingly digital and virtual workforce. We saw technology and Xerox® Managed Print Services (MPS) as key enablers."

Less Is More—a Lot More

Before the move, 90 percent of the workforce had offices with personal printers, and there was no true centralized print location. Xerox deployed a Next Generation MPS solution to consolidate devices. Small devices now surround the perimeters of each floor, providing easy access for quick jobs, while medium and large devices are centrally located for larger jobs.

"We optimized our print placement and decreased the number of machines by the hundreds. The functionality gains have been limitless."

Increased accountability adds to the efficiency of the new fleet. Xerox-enabled Follow-You Printing™ requires personal identity verification (PIV) employee card authentication with a PIN before releasing a job, making users more print-conscious and aiding in department chargeback.

Reactive to Proactive

Excessive device downtime and costly IT calls characterized the state of the previous print environment. Now with the Xerox® Device Management tool securely pushing metrics out to the Xerox® Services Manager tool suite and a dedicated on-site employee, the agency can stay out in front of potential issues. That means fewer IT calls and significantly less maintenance cost. Not to mention just-in-time replenishment to eliminate lapses in print resources.

Freedom and Flexibility

About 30 percent of the workforce was telecommuting prior to the move, so enhanced flexibility and mobile freedom was key in the new facility. And those who were in the office full-time wanted to bring their own mobile devices. Xerox put the infrastructure in place to accommodate both of these unique work styles.

With Follow-You Printing, employees are no longer tied to a single printer. Users simply print documents as usual before releasing them at whatever device on the network is most convenient.

Security in the Cloud

Anytime cloud-based solutions are introduced, especially in government, security is the first concern. Xerox helped allay any worries by putting the proper measures in place and allowing the bureau to move at its own pace.

Follow-You Printing plays a major role in ensuring documents and data remain secure. Users must authenticate their identity using

a PIV card with an accompanying PIN before releasing a print, ensuring the agency knows who is printing and can control access. What's more, an element of physical security is added, as employees must be present at any device to release a job.

The Xerox® Secure Print Manager Suite also gives the bureau print oversight, adding yet another critical layer of protection.

"Xerox let us implement everything in a phased and flexible manner. We basically could pick and choose what we wanted to add."

Partners in Change

All this change would typically be met with some resistance, but everyone worked hard to make the transition as smooth as possible.

In fact, Xerox put on a demonstration and training day for employees to provide education on the new devices and all the added capabilities. This also presented a perfect opportunity for feedback and firsthand insights into how employees were adjusting to the new workspace.

It won't end here. Plans for continuous improvement are in place. And the agency is committed to keeping infrastructure flexible for whatever tomorrow's workers demand.