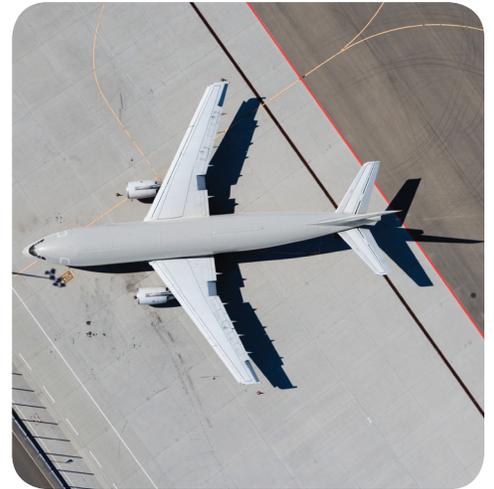


This Aerospace and Defense innovator has adopted the best practices of Xerox® Managed Print Services to centrally standardize and simplify its print technology, services and support. As a result, this client's goals of a more flexible, secure and efficient print environment have been achieved while costs and complexities have been reduced.



Our Challenge

After eight years in a successful Xerox® Managed Print Services solution that produced over \$50M in operational savings, the challenges associated with maintaining device security for over sixty models and delivering a consistently superior user experience was becoming increasingly difficult. The proliferation of non-managed printers from diverse manufacturers only added to the problem—creating an employee-to-device ratio of 8:1 and making it extremely difficult for the organization to get a handle on its total print expenditures. It was time for a fresh approach.

Our Solution

After reviewing the future state vision of the new enterprise print services environment, the client chose to expand their Xerox® Managed Print Services solution. Xerox implemented a phased optimization of the client's 6,000 devices and support services, streamlining systems and processes for over 200 locations. Devices, services and support across the enterprise are now standardized and centrally managed by Xerox. And benefits like greater flexibility, security and savings are assured.

Our Results

- Central management of standardized print devices, supplies and support
- Converted fixed-cost asset into flexible base plus impression model
- Greater information security through Secure Print Release, NIAP-certified Xerox® ConnectKey® multifunction devices and device management behind the company's firewall
- Flexible print infrastructure that can scale up and down as needs change
- Informed decision-making due to proactive device monitoring, including reports on print operation, usage and maintenance
- Approximately 15% total savings from the new solution
- Reduced energy consumption by 39%, greenhouse gas emissions by 45% and solid waste by 34%

As a complement to Managed Print Services, Xerox provides this Fortune 500 leader with high-volume print production solutions at multiple sites. In addition, the two companies are exploring ways to improve key document-driven business processes to support the client's strategic priorities.



A Standardized Approach for the Global Enterprise

The Managed Print Services (MPS) transition began when this global Fortune 500 corporation was looking to reduce costs and improve processes across the enterprise. The company realized that its fragmented, multi-vendor print infrastructure was essentially flying blind regarding its total cost of ownership—with little or no data on print-related costs. Nor was there any data on print processes, usage or toner consumption.

A formal, standardized approach to print management was clearly necessary. However, because the company is a government contractor, its print requirements continuously change. Whatever “formal” MPS solution was implemented had to be adaptable.

The company issued an RFP and asked vendors for an analysis of print usage, employee-to-device ratios and rough costs at multiple office sites. Meanwhile, an internal Six Sigma team began its own review.

After a thorough evaluation that encompassed technology quality, reporting tools, security and alignment with the internal team's findings, the company awarded the contract to Xerox.

Cost-Reduction Goals Achieved

Working closely with the client, Xerox transformed the hard-to-control print infrastructure into an enterprise-wide managed print environment with a flexible base plus impression model that will be deployed to over 200 U.S. locations and eight countries internationally.

This phased optimization will improve the user-to-device ratio from 8:1 to 12:1. The disparity of systems will also diminish, shrinking from 6,000 devices to 4,600 and from 60 models to a more manageable seven.

MPS has also significantly reduced the client's environmental impact. Energy consumption has decreased by 39 percent, greenhouse gas emissions are 45 percent lower and solid waste has been cut by 34 percent.

The total savings from the new solution is approximately 15 percent.

Industry-Leading Security Implemented

Due to the client's industry, security is paramount. Xerox installed state-of-the-art Xerox® ConnectKey® multifunction devices with comprehensive information security certifications from the National Information Assurance Partnership (NIAP). NIAP's rigorous Common Criteria Certification is an internationally recognized standard for validating the security claims of IT products and services.

The Xerox® devices also include Secure Print Release. Users cannot print a job unless they release it at the device with an eight-digit code. Consequently, sensitive documents never sit unattended in print trays and paper waste is virtually eliminated.

Perhaps the most distinctive security advancement involves Xerox® Device Manager, which proactively monitors the company's document infrastructure, including equipment, maintenance and Help Desk support. The

client's stringent security requirements mandated that the solution be hosted on their internal network, rather than on a Xerox server. Xerox customized the system for operation behind the client's firewall to ensure maximum security.

Data Analytics Enable Continuous Improvement

Because Xerox centrally manages the client's print infrastructure, data on print usage and costs is now captured and available. Readily available metrics now enable the company to make smarter decisions about printing. What's more, print operations are rationalized on an ongoing basis, providing greater efficiencies each year.

Proactive management is equally invaluable in addressing the client's unpredictable print needs, which change with the opening and closing of contracts. Xerox responds accordingly, adding and removing printers as necessary while avoiding costly termination charges.

By assuming responsibility for the client's print operations, Xerox enables this global Aerospace and Defense leader to not only focus on its core business, but to also remain on the frontline of its industry.