

# Xerox helps a tool and hardware leader manage documents, reduce costs and become greener in the process.



“Since document production and document services are not our core competencies, we find experts to handle them for us. That’s why we developed a long-term partnership with Xerox.”

– Director of Health, Safety, the Environment and Sustainability

## Background

This client is an innovative company that provides hand tools, power tools, mechanical and electronic security solutions and more for a global marketplace.

A member of the prestigious Fortune 500 list, it has a long, storied history. And today it is a leader in its industry because of the quality of its products within its diversified portfolio of outstanding brands. Equally key to its success, its senior leadership team knows how to focus on what they do best.

That’s why one of its most important divisions decided to outsource a variety of non-core services a few years ago.

## The Challenge

This division benefited from the outsourcing arrangement. But when the contract was about to expire, senior leaders decided to request proposals from other companies to see if they could raise the bar on performance.

Our client wanted to:

- Improve the document management technology in its office environment
- Reduce costs
- Establish a high-quality in-house print center
- Increase efficiency in the mailroom

In addition, the company wanted to outsource management of its reception services and support its increasingly important sustainability program.

After a careful review of proposals from several leading companies, the company chose a new partner to manage these important operations... Xerox.

# Improving technology and services. Reducing costs.

## The Solution

To get the office optimization effort off to a good start, we interviewed end users and members of the client's team to determine their document management needs and requirements. Then we used our Lean Six Sigma expertise to rationalize and right-size the office infrastructure with state-of-the-art multifunction systems and printers.

To provide fast, responsive service and support, we added DocuCare-trained professionals to our on-site team. We also provided extensive training in person and online to help the company's employees learn how to operate the equipment, take full advantage of the new capabilities and make a smooth transition to a better way of working.

To support the client's sustainability initiatives, we established two-sided printing as the default mode for our new Energy Star equipment. We also helped office staff learn how to maximize the use of scanning, digital faxing and digital documents.

We conducted extensive analyses of the print center and mailroom workflows. Then we optimized them to maximize efficiency, utilize industry best practices and provide support for sales and marketing programs. We helped our client print and ship product prototypes sent to channels line reviews, which are extremely time sensitive and are critical to winning precious shelf space in stores.

In the in-house production print center, we brought in new technology and personnel to provide high-quality print-on-demand capabilities on a par with outside commercial printers.

To integrate our operations into the client's data-driven management system, we developed a series of quarterly reports to

provide accurate, quantifiable information on the value of our services. The information also facilitates continuous improvements.

In addition, we established detailed documentation on all of the work processes involved in our services to clearly define the roles and responsibilities for every member of our team. The information ensures a consistent, reliable performance even when there are unexpected staffing changes.

## The Results

The costs for document management technology in the office were dramatically reduced.

- The overall employee-to-device ratio—a key indicator of overall efficiency and cost-effectiveness—was reduced to approximately 10:1.
- The quality of document services available to the company's office staff improved.
- Uptime of equipment increased, and service responsiveness and end-user support improved.
- Efficiency increased in the mailroom with optimized workflows and more effective Time to Market, supporting sales and marketing.
- The client set the stage for future savings on outside printing by building an in-house print center with high quality, print-on-demand capabilities.
- The use of Energy Star equipment and green document management practices reduced the use of energy, paper and supplies.
- By outsourcing these non-core services, the client simplified management of its office infrastructure, mailroom, print center, and receptionist desk and could focus more on core business activities.

## Case Study Snapshot

### The Challenge

- Outsourcing non-core services
- Optimizing the office infrastructure
- Increasing operational efficiency in the mailroom
- Controlling the escalating costs of outside printing
- Making progress on sustainability

### The Solution

- Rigorous evaluation of the document management infrastructure
- Installation of efficient Xerox® Energy Star multifunction devices
- Establishment of green document management practices
- Re-engineered workflow in the mailroom
- Optimizing in-house production print center with print-on-demand capabilities
- Outsourced management of the reception desk
- A commitment to data-driven management and continuous improvement

### The Results

- Optimized printing infrastructure
- 10:1 employee-to-device ratio
- Reduced costs and improved equipment uptime
- Increased efficiency and productivity
- Improved support for sales and marketing
- Benchmark in-house production
- Reduced carbon footprint with savings on energy, paper and supplies

**About Xerox Services.** Xerox Corporation is a world leader in business process, information technology and document outsourcing services. Our unique combination of industry expertise and global delivery capabilities helps you reduce costs, streamline operational processes and grow revenue while clearing the way for you to focus on what you do best: your real business.

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