

“The move to centralized print initially saved us approximately \$1 million. Afterwards, we incorporated the printing of an acquired operation that saved us another million.”

—Margaret Regester, *Director, Americas Editing, Design and Production*, IHS



### Our Challenge

“IHS produces high-value, subscription-based analyst reports, standards guides and technical manuals.

It was becoming expensive to print the materials in-house, especially with aging offset equipment.

We had a corporate initiative to divest from printing in-house to save money and gain efficiencies. We were considering moving in that direction when we realized there might be a better option.”

### Our Solution

“We had a relationship with Xerox for nearly 20 years, including the implementation of Xerox® Managed Print Services.

We worked together to consolidate the IHS print facilities, developing a centralized digital print center that’s co-managed by Xerox.

The move is saving us millions of dollars, while improving our control over printing. It’s made our workflows more efficient, reduced our paper and print waste and increased customer satisfaction significantly.”

### Our Results

- Consolidated two offset print facilities into a single digital print center co-managed by Xerox
- Gained new workflow efficiencies, including a dedicated print-on-demand workflow and web-to-print ordering service
- Achieved savings of approximately \$2 million
- Streamlined turnaround time from several days to two hours
- Significantly decreased inventory and reduced print waste by 18 percent
- Increased use of in-house printing to over 3 million impressions a year

“We’re improving productivity and efficiency not only by consolidating print operations, but by streamlining processes and optimizing workflow.”

—Ron Hancock, *Manager, Print Production, IHS*



## IHS: Rethinking the Production of Intellectual Capital

With over 8,000 employees, IHS of Englewood, Colorado is a leading source of critical information and insights for businesses worldwide. Much of that information is delivered through analyst reports, technical manuals and standards guides.

When in-house printing became costly and complex, IHS began looking outside for a better way. The search led to a vendor they had been working with for almost 20 years—Xerox.

### A Single, Central Solution

“We had a Print Center managed by Xerox at my previous company,” says Margaret (Midge) Regester, Director of IHS Americas Editing, Design and Production. “When IHS was trying to move from handling print in-house, I suggested replicating what I experienced on a larger scale.”

Xerox had been an IHS equipment vendor for nearly two decades, as well as IHS’ Managed Print Services provider. The companies partnered to consolidate two offset print centers into a single digital print center co-managed by Xerox at IHS corporate headquarters.

The consolidation helped IHS employees focus on higher-value activities. With more efficient workflows and faster turnaround times, in-plant employees are now free to take on more jobs and work on improving the services they offer the organization. They can spend more time producing high-quality work for customers. It also saved money. “We saved close to two million dollars,” explains Regester.

“We produce high-volume, high-value customer documents more quickly and efficiently. That makes a big difference with 3 million annual impressions.”

### Faster Delivery of High-Value Content

The IHS print center produces everything from one-off materials to runs of 5,000 copies, in color and black and white—including customized content.

“Xerox® FreeFlow® Core gives us the ability to incorporate variable data, so we can do custom mailings,” Says Ron Hancock, Manager of IHS Print Production. “In addition, we can quickly and easily set up documents and move them from device to device. It’s helped quite a bit.”

While much of the output is delivered digitally to customers as intellectual capital, the center also produces in-house projects, including approximately 50,000 print-on-demand jobs a year. Continues Hancock:

“We have a print-on-demand work area with its own devices, staff and workflow. So I don’t have conflicts. It’s definitely increased our on-time delivery and accuracy.”

“When documents hit our queue, we print them within two hours and send them to QC and fulfillment. It’s helped the company meet its same-day delivery promise to customers. Our same-day rate has actually gone up.”

### Saving Time, Paper and Energy

“We used to pull and ship from a large volume of on-site inventory,” offers Regester. “If the standards changed, we’d throw everything away and reprint. By not having that inventory, we save a lot of money, time and storage.”

IHS’ environmental footprint also shrank. In addition to print-on-demand’s significant paper reduction, the company gained considerable sustainability efficiencies from digital printing. According to Hancock:

“We reduced the setup and waste factor that goes along with offset printing, plus we got rid of the chemicals and cleaners required to run the equipment.”

“We also use print devices that are more energy efficient, so there are savings there.”

### Growth through Acquisition

In the last 10 years, IHS has acquired about 30 companies and their print operations. One acquisition, says Regester, “was all offset. When we brought it in house, we saved over a million dollars.”

Brand consistency is another print center value, as is the growing awareness of the center’s high-quality services. Claims Hancock: “Xerox helps us spread the word, holding open houses and promoting our services worldwide. It’s led to a lot more awareness and a lot more work.”

“There were definitely challenges,” says Regester, “but neither side gave up. It’s one of the best vendor relationships I’ve ever experienced.”