Microsoft considers their employees to be their #1 asset. They needed to address the #2 employee dissatisfier communicated through an annual employee satisfaction survey. Employees were not satisfied with the printing capabilities and services currently available within the corporation.

Employees complained that they: Had difficulty connecting to network devices, needed additional features on output devices, and wanted device access even during routine maintenance.

The Challenge

- Microsoft was experiencing increased costs and decreasing control over print procurement
- No print strategy in place to help control cost or maximize productivity
- Microsoft wanted a turnkey solution from a vendor that could integrate and co-exist with their existing vendor base
- The wanted a global, single point of contact

The Xerox Solution

Xerox’s team of specialists started out by performing an Office Document Assessment, a multi-phase evaluation of the customer’s entire document workflow, based on Six Sigma methodologies. The assessment reviewed Microsoft’s existing network technologies, calculating costs associated with printers, copiers, fax and other electronic communications devices and scanners. The findings of this assessment focused on cost reductions using key metrics, and provided Microsoft both with a clear picture of their current printing infrastructure costs and a roadmap for improvement.

Together with Microsoft, Xerox designed and implemented a customized solution based on these recommendations that would address their employees’ concerns and their business needs through selected Xerox Asset Management and Support services. The process improvements leveraged existing assets, as well as the application of new digital technology.

Key elements of the solution included:

- Support processes for all network print devices worldwide (over 700 devices) including more than 200 non-Xerox devices
- The development and staffing of print help desk support including integration with the current corporate IT help desk function
- The development of “pro-active” network print device monitoring utilizing Xerox CentreWare™ Web device management software
- Improved print device procurement processes and controls

Customer Benefits

- Improved employee satisfaction with print services throughout Microsoft
- Improved device uptime through proactive network device monitoring
- Reduced support costs resulting from fewer help desk calls
- Controlled costs through establishment of device acquisition processes
- Customer can focus more productively on their core competency of developing software

Today

As a result of the outstanding satisfaction with services provided to Microsoft, Xerox now manages all of the imaging and output devices for Microsoft worldwide, providing a single source for support, service and supplies for all network printing devices, regardless of manufacturer.

Ask Xerox for more information about real world solutions that help real people – your people – find better ways to do great work.

For more information
On Xerox Office Services,
Call 1-800-ASK-XEROX
Or visit www.xerox.com/officeservices