Enterprise Print Services

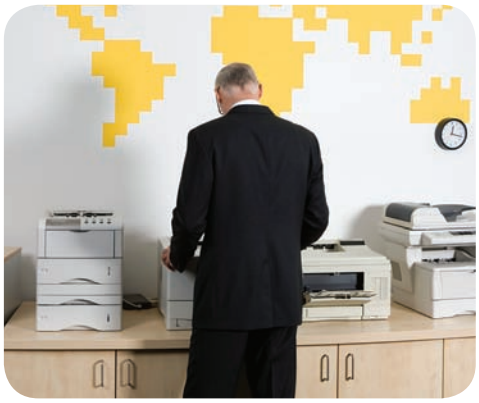
The shortest path to a leaner cost structure, enhanced productivity and improved business results.

xerox

What is enterprise print and why do you need Enterprise Print Services?

Enterprise print is the tangible output from the daily flow of information throughout your organization. It's output from your office workers, your teleworkers and your production print. It drives your decision making, your new ideas and the everyday communications that keep your business on track and moving forward. Add it all up and enterprise print is a big number—accounting for 10% or more of many companies' IT budgets.[1]

Your office printers, multifunction devices, copiers, scanners, fax machines, high-volume printers and the materials that you send out for quick printing, offset printing, and mail and distribution are all part of your enterprise print costs. So are the service desk, technical service and supplies that support it all. Managing your enterprise print requires more time, network bandwidth and money than you can even imagine. Controlling all these costs may not be your core business, but it is critical to your business' success.



Office

Production/Mailroom

"Though enterprises have long known that they could reduce their office printing costs by 10 – 30%, many needed the expertise and muscle of Managed Print Services to get started. However, much of an organization's printing is done outside of the office, in copy centers and by external printing services, where the spending may even exceed that of the office. This too presents savings opportunities, and, as with the office, many enterprises will find it easier to get started and complete the project with expert help."

– Ken Weilerstein
Vice President Research, Print Markets
Gartner, Inc.

Teleworker

External Print Procurement

Enterprise Print Services offers a comprehensive, enterprise-wide managed print service that integrates all major on-site and off-site print environments.

[1] quocirca, "Quocirca MPS End-User Study," August 2009

Enterprise Print Services... much more than just cost savings

As the market leader in Managed Print Services, our approach to optimizing across all print environments allows your employees to print from anywhere to anywhere in a seamless way while ensuring compliance with budget targets, security protocols and environmental sustainability programs.

Of course, cost savings are critical. Xerox has the tools, methodologies and experience to help reduce your total cost of ownership by up to 30% or more. We give you complete control over your enterprise print infrastructure and provide full transparency of all internal and external print-related spend.[2]

We address environmental sustainability by finding innovative ways to eliminate unnecessary printing and reducing your carbon footprint, power usage and waste.

We enhance information security and enable regulatory compliance to protect your most valuable information and avoid the costs of penalties and lost intellectual property.

We improve productivity by providing continuous monitoring and proactive support for the office print environment. We also provide document production expertise and well-defined service level agreements in the production area.

Ultimately, Enterprise Print Services provides a platform for business process innovation, enabling new and better ways to improve your document-related processes and applications. In many cases, it can become a competitive advantage.

[2] Savings highlighted in this brochure (including the case studies) are unique to each company and should not be relied upon for savings you may achieve.

Adding Value Across the Enterprise

"Working with Xerox to simplify our global printing structure helps increase reliability and efficiency, transforming the way we work. This innovative initiative is a new business model and one step on the journey to go digital and make our workplace more sustainable."

– Filippo Passerini
Chief Information Officer and President
Global Business Services
Procter & Gamble

Optimize Your Enterprise Print Infrastructure to Improve Efficiency

All enterprises have varying print needs to successfully complete their daily work. Some groups may require high-volume print and distribution, while others may need scanning solutions for forms or records management. HR, R&D and Finance may require secure printing, while Marketing may need high-quality, brand-driven, full-color output. Xerox has world-class tools, processes and proven resources to optimize even the most complex and diverse output environments. We ensure that your employees have the right tools in the right places and the right rules to govern how they use them, all pointing toward your end goal of reduced cost and improved productivity.

Enterprise Print Services provides comprehensive device and print management from the desktop to the centralized print center. The fact that we can manage across all your print environments through intelligent routing maximizes the ability to provide the lowest cost infrastructure to meet your output requirements.

Rules-based Printing Drives Cost-Effective Choices

Imagine an employee finishing an important proposal with 50 pages including color content and requiring special finishing. What is the right device? Should it be done internally? With rules-based printing, a pop-up window instantly provides the cost of printing the job on the selected device and if available, provides a lower-cost alternative. Users can direct the job to the right device, with the right finishing capabilities so it is produced in a timely, cost-effective manner. The cost and labor savings add up dramatically since this is a process which can happen hundreds of times a day in any organization.

Environmental Sustainability is Smart Business

Many organizations are striving to reduce their environmental footprint. Xerox can help you in many ways. In the office, we will design a more environmentally sustainable print infrastructure based on ENERGY STAR rated devices, multifunction devices and environmentally responsible print technologies.

Two examples are:

- EA toner, a dry ink technology patented by Xerox, which produces sharper images and requires up to 40% less toner than conventional toners
- Cartridge-free solid ink, which produces 90% less landfill waste than conventional office laser printers

In addition, we can help you develop environmentally focused print policies that leverage technologies like selection of environmentally sound papers, duplex printing, cover sheet suppression and multiple pages-up printing.

In the production area, we apply strict management of supplies and consumables and find innovative ways to eliminate unnecessary printing. Overall we can help you meet your environmental sustainability goals, including reducing your carbon footprint, energy and paper usage—and help you become an environmental leader in your industry.

We don't just help you find the solution—we are also part of the solution. Through our Green World Alliance program, we are able to recycle or re-use 90% of our toner cartridges and containers, keeping millions of pounds of waste out of landfills. It's just one more way that we ensure that your optimized environment is also a sustainable one.

Xerox Global Services was rated #1 in the 2009 Green Outsourcing survey conducted by *The Black Book of Sourcing*.

Information Security and Regulatory Compliance

Current trends indicate that the variety and level of sophistication of network attacks is increasing, as are the consequences for breaches and loss of valuable data, such as Personally Identifiable Information (PII).

With Enterprise Print Services, security is not just a feature on a device, it's a comprehensive effort to understand the vulnerabilities of your entire document infrastructure, protect your most valuable information and maintain compliance with all applicable regulations.

For example, employees accessing network output devices can be identified and authenticated at the device. In the mailroom, actionable mail is managed as an end-to-end chain of custody, from signature of delivering vendor to signature of recipient. In centralized print centers, we have advanced printing technologies and trained experts that embed encrypted information so documents have appropriate protections.

To help you accomplish this, Enterprise Print Services also leverages an industry-leading security-focused software suite that can prevent intrusions and provide audit trails for a secure and compliant document infrastructure.

"We have met our objective of taking control of our office output and we now have a standard infrastructure and set of practices in place. In taking control we have supported our corporate environmental goals in the most cost-effective way."

– Lewis Doyle
Managing Director, Shared Services
QinetiQ

Delivering an Environmentally Sustainable and Secure Print Solution at QinetiQ

The Challenge

- Hundreds of different models of printers and copiers, but user requirements not being met
- Need to be able to print securely from any location
- Expensive and slow to maintain and repair devices
- Difficult to track costs
- Desire to meet environmental sustainability commitments

The Solution

- Optimized infrastructure that met business and user requirements
- Secure printing and scanning ensured through Radio Frequency Identification (RFID) technology and smart scanning Optical Character Recognition (OCR)
- Central monitoring made maintenance and cost analysis more efficient
- Service desk for consistent and timely problem resolution

The Results

- Optimized and standardized printers in 40 locations
- Just 8 device types configured and monitored in the same way to boost productivity of all users, including mobile staff
- Security goals met
- Energy use down 44%; greenhouse gases reduced 44%; and solid waste down 42%*

*Results provided by the Xerox Sustainability Calculator, based on lifecycle analysis, which includes full environmental burdens, through material acquisition, production and operation when calculating environmental impacts.

Improved Availability through Proactive Support

Effective and proactive asset management is crucial to enhancing productivity and employee satisfaction. When devices are down and your employees cannot print, it affects both their productivity and their morale. Enterprise Print Services are powered by an industry benchmark software suite that is used to discover, track, configure, control, report and manage your multi-vendor environment. Our platform includes powerful device management tools, real-time monitoring and feedback, detailed alerts and a device design that supports a proactive strategy.

For real-time problem resolution, our service desk provides end-to-end incident management—much of which is done proactively. Once the infrastructure has been optimized, up to 80% of the alerts are proactively escalated to the service desk and resolved before employees are even aware a problem exists.

The Big Payoff… Business Process Innovation

A gateway to new and better ways to work with information.

Our industry-leading technology creates a new platform for innovation. The fact is, your enterprise print infrastructure is really the active link between IT, information work and the people doing it. Much of that work is defined by a process that is daily, routine and repeatable. Our Extensible Interface Platform (EIP) technology, a software platform that is embedded in our multifunction devices, enables easy transition from paper to digital and facilitates direct links to back office systems. This creates opportunities to greatly accelerate traditionally paper-driven—and hence paper-constrained—business processes.

- By embedding intelligence in your documents to automate routing and approvals
- By building content repositories with information that is tagged and structured for easy search and retrieval

The results can be step-improvements in business productivity and, in many cases, a competitive advantage.

How we deliver long-term value: fact-based, scalable, real world

We first provide a comprehensive and detailed assessment across your entire print infrastructure. The fact is, most organizations do not have any idea how much they are spending or where they have opportunities for improvement on enterprise print. We do. We know how to uncover hidden costs. We know how to measure and quantify them. And we know how to deliver sustainable savings.

Xerox has performed thousands of assessments and analyses for organizations in every industry segment. We have continued to invest and refine our approach, infusing Lean Six Sigma five years ago to enable tangible measures that can be effectively measured over time. Our experience in various industry segments allows us to use specific knowledge and trends about the industry peer group to help a client determine best-in-class business and operational results.

Every dedicated assessment resource is green-belt or black-belt certified. Each resource can provide fact-based details on your entire enterprise print spend—type of documents, sizes, output volumes, costs per device, per employee and per document—across all print environments, whether internal or external. The assessment approach extends to environmental sustainability issues, such as power consumption, paper and supplies, hazardous waste and the disposal of devices. Our enterprise print database is built on actual numbers, not estimates or projections. When we're done, you'll have a full total cost of ownership as a defined baseline and you'll know exactly where you stand. Then we'll show you where you could be and the path to get there.

Reporting and Lean Six Sigma engagements drive continuous improvement.

The assessment that provided your baseline also provides the roadmap for establishing critical metrics—measuring what matters most to continuously work toward an optimized state. It is the ongoing monitoring, management and analysis that drives incremental and unexpected savings.

Xerox continually raises the bar on the performance of your enterprise print environment. Utilizing Lean Six Sigma tools and methodologies, we fine-tune the overall infrastructure and deliver significant savings through asset configuration and process improvements. For example, in the office environment the focus might be better alignment of the number, type and location of devices to actual print needs. In the centralized print environment, the focus may be on shortened turnaround times, reducing costs and enabling new capabilities.

We make continuous improvements part of our service level agreement, with pre-defined thresholds for reducing costs and increasing productivity.

Reducing Costs and Improving Environmental Sustainability at a Global Chemical Company

The Challenge

- Costs and utilizations were unknown
- Complex worldwide operation—62 countries
- Increasing security and compliance requirements
- Meeting environmental sustainability commitments

The Solution

- Conducted an assessment determining total costs
- Reduced device count and increased user-to-device ratio
- Optimized print, copy, scan and fax environment in 49 countries, including 13 print production centers globally
- Created a single global contract
- Enabled global 24/7/365 service level agreement

The Results

- Projected cost savings of $21 million (USD) over five years
- Increased reliability 22%
- 99.5% device availability
- In U.S., realized 43% energy savings on office printing; saved 133 tons of landfill waste; and reduced 1.4 million lbs/yr CO_2 emissions*

*Results provided by the Xerox Sustainability Calculator, based on lifecycle analysis which includes full environmental burdens, through material acquisition, production and operation when calculating environmental impacts.

Change Management: the Key to a Stable Transition

One thing we've learned about bringing dramatic improvements to organizations is that introducing change is a complex endeavor. Buy-in is critical. People have to understand the technology and process changes and how they will be affected. We work with you to build a comprehensive change management plan that provides a smooth transition to new ways of working. This includes clear, concise communications, training of your employees and technical staff and focused support during the critical handover stage.

Xerox Change Management puts you on the fast track to achieve the desired state and realize the benefits of process improvement and cost savings. The goal is to speed up the adoption rate of the new process and anticipate and prevent obstacles.

Global Governance and Delivery Capabilities

Many of our Enterprise Print Services clients start with a pilot program, generate results and then scale the solution across their entire organization. Our integrated platform enables us to provide you with consolidated reporting to track and monitor results on a global basis. Leveraging that reporting, we provide a customized invoice that summarizes your activity by country, region, department or whatever meets your needs.

Your organization will also benefit from our standard processes and procedures to deliver consistent operations throughout your global enterprise. Our worldwide Shared Services Centers support you 24/7 and our strategic business alliances enable us to extend our capabilities globally.

Thousands of businesses in more than 50 countries around the world rely on us every day to manage their enterprise print environments, delivering cost savings and a platform they can leverage for enhanced productivity and process innovation. By working with us you can redeploy your internal resources and focus more clearly on achieving your strategic business goals.

The facts to back it up.

- More than 15,000 professionals working in our services group, with 90% of them dedicated to front-line delivery
- Over 35 years of experience managing production and mail centers across the globe
- Over a decade of experience successfully deploying thousands of Managed Print Services engagements globally
- More than 1 million Xerox and third-party devices managed by our global network of Shared Delivery Centers
- Experts in using Lean Six Sigma to reduce costs, process variability and waste
- Significant percentage of revenue committed to research and development

About Xerox Global Services. Xerox Global Services is a world leader in document outsourcing services with industry expertise that helps you reduce costs, achieve operational excellence and grow revenue. Our unique combination of experience, technology and delivery capabilities enable integration, transformation and continuous innovation of your office environment, centralized print production, and communication and business processes. We deliver excellence in every corner of the world—locally, nationally, globally.

To learn more about Enterprise Print Services, please contact your Xerox Representative or visit us at www.xerox.com/globalservices

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