

Xerox Corporation

BLI PaceSetter 2020–2021 in
Business Process Services



Xerox Corporation has claimed a Buyers Lab (BLI) PaceSetter award 2020–2021 in Business Process Services for all the markets it serves globally from the analysts at Keypoint Intelligence thanks to its...

- Continuum of solutions and services that helps our customers optimize their print and communications infrastructure, apply automation to maximize productivity, and ensure the highest levels of security
- Impressive managed print services that complement the company's document-process offerings
- Experience serving a diverse base of customers by both size and industry, ranging from SMBs to Fortune 1000 corporations in every major vertical segment
- Support for both Xerox direct and independent dealer channels

To maximize productivity, businesses need to effectively store, find, share, and manage information that is too often trapped in silos throughout the organization. A natural follow-on to managed document services, business process services (BPS) take into account the entire ecosystem of content, people, workflows, and endpoints, with the goal of streamlining how each interacts with the structured and unstructured data critical to success. To determine which vendors set the bar when it comes to BPS programs, Keypoint Intelligence invited the leading OEMs to participate in an in-depth study that evaluated areas such services offered, primary differentiators, go-to-market strategy, features to accommodate remote employees, and more. Keypoint Intelligence analysts then applied a proprietary scoring rubric to determine the winners. In this inaugural study, Xerox Corporation has been honored with a BLI PaceSetter award 2020–2021 in Business Process Services.

The company's BPS portfolio is built around Xerox Intelligent Workplace Services (IWS), plus a range of digital services that leverage its software capabilities in workflow automation, personalization and communication software, content management solutions, and digitization services. For example, the Xerox DocuShare Flex Content Management Platform is a cloud-based software-as-a-service (SaaS) application that gives employees quick and secure access to individual or team content from anywhere. The Xerox Digital Mailroom Service helps automate

the capture of all incoming mail and correspondence—whether delivered on paper, in an email, or via fax—at the point of origination, then deliver structured electronic information to business processes systems and remote workers.

“Xerox offers an impressive array of solutions for business process services customers, including the ability to extend automated office workflows to home-based workers,” said Jamie Bsales, Director of Smart Workplace & Security Analysis at Keypoint Intelligence. “And unlike with some providers, Xerox offerings can be tailored to suit organizations ranging from SMBs to enterprises, and they are sold directly by its internal salesforce as well as packaged to be sold by independent dealers.”

About Keypoint Intelligence

For almost 60 years, clients in the digital imaging industry have relied on Keypoint Intelligence for independent hands-on testing, lab data, and extensive market research to drive their product and sales success. Keypoint Intelligence has been recognized as the industry’s most trusted resource for unbiased information, analysis, and awards due to decades of analyst experience. Customers have harnessed this mission-critical knowledge for strategic decision-making, daily sales enablement, and operational excellence—improving business goals and increasing bottom lines. With a central focus on clients, Keypoint Intelligence continues to evolve as the industry changes by expanding offerings and updating methods, while intimately understanding and serving manufacturers’, channels’, and their customers’ transformation in the digital printing and imaging sector.

About Buyers Lab PaceSetter Awards

Based on exhaustive questionnaires, in-depth interviews, and a proprietary rating scale, Buyers Lab PaceSetter awards recognize those document imaging OEMs that have shown market leadership in a variety of categories, including with technologies, services, and key vertical markets.

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