

Breaking Down Physical and Digital Silos

“To maintain and evolve our performance at the cutting-edge of aerospace and defence technology, we need to innovate without losing sight of security and regulatory requirements. From document digitisation to 3D printing, Xerox is helping us do that.”

–Tracey Toogood, Print & Document Management Solution Service Delivery, Leonardo



Credit: Leonardo Company

ABOUT LEONARDO

Headquartered in Rome and employing more than 45,000 people worldwide, **Leonardo** is a key global player in aerospace, defence and security.

As with the majority of very large, long-established businesses, paper still has a role in Leonardo’s business, but digital transformation is high on the agenda. Leonardo is leading the way in addressing common print, digitisation and data management challenges, with the aim of maximising efficiency and minimising risk.

CASE STUDY SNAPSHOT

The Challenge	The Solution	The Results
<ul style="list-style-type: none"> • Break down document and data management silos with the objectives to reduce costs and improve both process efficiency and risk management • Invest in new technologies to achieve the objectives 	<ul style="list-style-type: none"> • Wider use of Xerox expertise and technology for: <ul style="list-style-type: none"> – Best-practice scanning and document lifecycle management – In-house and outsourced production print, including large-format and 3D printing – Document and data distribution in line with all regulations, security policies and intellectual property rights 	<ul style="list-style-type: none"> • 46% faster scanning and 80% faster print and finishing • 45% direct cost saving for scanning, 51% for printing, and 20% for paper • 23% overall contract saving, while delivering additional capabilities • Introduction of innovations such as 3D printing • Greater data accessibility that is more secure, auditable and compliant

RECOGNISING THE OPPORTUNITY

Business silos are generally inefficient. For example, it's usually more efficient to have one department managing the complete document lifecycle, rather than five. And having more than 20 different document storage areas on one site is seldom a sign of well-managed and controlled access to data.

But how do you set about moving to a more integrated, efficient and controlled state of affairs? Especially when your industry is one in which risk management, regulatory compliance and auditability are so critical?

BREAKING DOWN SILOS

For Leonardo UK, the answer lay in a new RFP awarded to Xerox. Leonardo and Xerox had a ten-year relationship, with Xerox delivering a variety of print, scanning and digital archive services to different divisions in Italy and the United Kingdom. The new contract combined the scope of two prior Xerox contracts in the UK (with some additional managed print services, making Xerox the sole provider of MPS to all 76 Leonardo sites in the two countries). It also allowed Leonardo UK to rethink its document-related services.

As a result, five functions — print room, reprographics, technical publications library, technical publication distribution, and data control centre — were brought together in a single location as a newly formed Print, Scan and Data Management department. Here, Xerox delivers new technologies and processes to help Leonardo achieve its current and future goals.

FASTER, COMPLIANT DATA ACCESS

One of these goals is to eliminate physical archives of information wherever possible, by scanning stored documents and materials such as drawings, microfilm and microfiche.

This isn't just about freeing up valuable real estate and reducing the cost of storing thousands of boxes externally, but about making historical data more accessible and ensuring regulatory compliance. Xerox adheres to British Standard 10008 for creating digital copies that can be accepted as the master copy when the original is destroyed. Where regulation doesn't allow for a digital master, the new location has a strong room to retain physical originals as long as required, followed by secure destruction.

Once a historical item is scanned, if it's still relevant (such as pre-ERP documents for helicopters still in service), it's uploaded to the company's ERP document management system. Otherwise, it's added to an existing legacy archive or network drive, while Xerox works with Leonardo to put in place a more advanced solution for a single, centralised electronic document archive that meets regulatory and business continuity requirements.

One of the reasons Xerox has the capacity to digitise historical materials is that its new technologies and automated workflows have transformed the day-to-day scanning required for business-as-usual workflows. For example, digitising the paper receipts for incoming helicopter parts and uploading them to the ERP system used to take four people a total of 16 hours, every day. Today, it takes one person four hours. This is just one example, among many, of major everyday efficiency transformations.

PRINT INNOVATION: 2D AND 3D

Xerox has brought new efficiencies to routine print jobs such as brochures, and technical publications, and has taken on a wide range of previously outsourced printing needs. These include business cards, perforated tear-offs, a variety of die-cut products, and large format printing for technical drawings, exhibition displays, full-size 2D interior mock-ups for helicopter display shells, and plain and magnetic posters.

Then there's 3D printing. Training aids, design prototypes, and parts for ground support equipment are being produced in 3D using a wide variety of thermoplastics, with techniques that balance different production speeds and material strengths for different applications. Each investment in 3D printing has paid for itself in less than a year.

IT'S NICE TO DO MORE FOR LESS

In its first year, the new department improved overall scanning speed by 46%, and print and finishing speed by 80%. It saved 45% in scanning costs, 51% in print costs, and 20% in paper costs by bringing previously outsourced applications in house and consolidating them.

Overall, the new contract with Xerox is costing the helicopters division 23% less than its prior contract with Xerox, while offering a wealth of new capabilities. Chief among these, perhaps, is the important journey just started towards greater information accessibility and accountability.

CAPTURE AND CONTENT SERVICES

Leverage smart technology to automatically capture and validate information from paper and digital media, and automatically feed documents and data to the systems and processes that need it. Manage the storage, retrieval, retention and destruction of physical and digital documents. Advance your digital transformation with unified, intelligent information management.



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