Good Ways to Grow

A collection of Xerox Channel Partners' success stories that show the value of Xerox® Partner Print Services

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Good Ways to Grow

Empower people at work. Transform business processes. Unlock greater security. Xerox partners are helping their customers achieve these and other outstanding results, with Xerox® Partner Print Services. They're freeing their customers to pursue their innovation and digital transformation strategies through mobile printing, direct scanning to cloud platforms, translations on demand, and much more.

To help them deliver what their customers need, our partners use tools provided by Xerox to analyse requirements, quantify solution benefits and provide end-to-end management. Having all of these resources on their side, it's no surprise they're winning new deals — national and global — and delivering services and solutions that delight their customers.

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"As well as cutting print costs by at least 5% across Europe, our customer saves time with proactive service and consumables delivery."

Ofimática Alicante

TIME AND COST SAVINGS

COUNTRY:
Spain

KEY CUSTOMER BENEFITS:

Cost reduction

End-user productivity

CHALLENGE

- Help a European car rental company improve visibility of print costs by country and office.

- Reduce printer fleet complexity.

- Release the IT department from toner replacement and printer support tasks.

- Deliver service and support without users having to make calls.

SOLUTION

- Managed Print Service at all sites.

- Harmonised Europe-wide fleet of 350 Xerox printers.

- Pan-European pricing policy (same click price everywhere) and service desk.

- Automated consumables ordering and delivery.

- Xerox® Fleet Management Portal (FMP).

RESULTS

- 5%–30% TCO reduction in print costs per country.

- Detailed monthly TCO reporting, enabling cost tracking by country and office.

- 71% of service calls generated automatically, with no need for users to log a call.

- Proactive delivery of 64% of consumables, reducing the burden on IT.

"The trust's printers are now more reliable and cheaper to run; and are integrated with Google Docs to make scanning and printing easy for users.

Adam Victory, MD,
XOS (UK)

DOING MORE, SPENDING LESS

COUNTRY:
United Kingdom

KEY CUSTOMER BENEFITS:

Cost reduction

End-user productivity

CHALLENGE

- Rationalise hundreds of printers and MFPs from multiple providers for a multi-academy trust.

- Cut costs and waste.

- Reduce printer-related calls to the IT helpdesk (35% of all calls).

- Support the trust's move to Google Docs with easy-to-use print and scan capability.

SOLUTION

- Managed print service at all sites.

- Print management software with card readers integrated into existing access system.

- Google Apps on every printer enabling users to print from and scan to their Google accounts.

- Xerox® Fleet Management Portal (FMP).

RESULTS

- Increased productivity with standard user interface on all printers.

- 40% cost savings.

- 99.5% fleet uptime; 50% cut in printer-related IT helpdesk calls.

- Fleet monitoring ensures automatic consumables ordering and rapid response to service requests.

"Our customer now has a reliable, standardised printer fleet nationwide, with none of the management headaches."

Diederik Beckers, Solution Manager,
BKM

STREAMLINED MANAGEMENT

COUNTRY:

Belgium

KEY CUSTOMER BENEFITS:

Cost reduction

End-user productivity

Speed

CHALLENGE

- Optimise the printer fleet for an energy company with multiple sites.

- Reduce cost and complexity of supplies management.

- Simplify and improve fleet service management.

SOLUTION

- Replacement of mixed printer fleet with Xerox® A3 and A4 devices on a single contract.

- Automated monitoring of printers: meter readings, toner levels and fault codes.

- Customer access to online management portal.

RESULTS

- Single supplier and point of contact for entire printer fleet.

- Proactive delivery of toner supplies to every office.

- Regular reporting on printer status.

- Automatic creation of service tickets and engineer despatch when fault codes are detected.

"Printers are now more secure, and easier to use and manage; and quarterly print costs are half what they used to be."

Clive Hamilton, Group Managing Director,
Pinnacle Complete Office Solutions

PEACE OF MIND ALL THE WAY

COUNTRY:
United Kingdom

KEY CUSTOMER BENEFITS:

Cost reduction

Information security and risk

CHALLENGE

- Rationalise an ageing mixed fleet of printers (including desktop inkjets) and photocopiers for a leading private hospital

- Reduce fleet management complexity.

- Reduce pressure on IT helpdesk staff.

- Reduce information risk..

SOLUTION

- Comprehensive assessment and optimisation audit using Xerox® CompleteView® Pro Software and Xerox® Device Agent (DA).

- End-to-end printer and network security, including secure user access.

- First-line support provided by Pinnacle.

- Automated consumables ordering.

RESULTS

- 7 brands of devices replaced by 3 Xerox printer models — uniform interface simplifies use and management.

- 50% cut in quarterly print costs.

- Savings on internal helpdesk support redirected to healthcare provision.

- Enhanced document security.

"A secure, easily searchable electronic archive of customer files saves document storage space and improves employee productivity."

Eric Ludaescher, Sales Manager,
NG Partners

HASSLE-FREE DIGITISATION

COUNTRY:
Luxembourg

KEY CUSTOMER BENEFITS:

🔒 Information security and risk

👤 End-user productivity

CHALLENGE

- Help an insurance company improve customer record storage through digitisation.

- Make it quicker and easier to scan, manage, save, access and share information.

- Avoid compromising the probative value of stored documents.

SOLUTION

- Xerox® ConnectKey® Technology -enabled MFP with connector to Luxdoc, a bespoke workflow scanning solution developed by NG Partners using Xerox® software.

- Single click to scan and save a document to a secure electronic archive.

- Automated transfer of documents to an individual, group or approval workflow.

RESULTS

- Better document management.

- Maintenance of documents' probative value.

- Improved productivity: 30 minutes saved per user per day with Google-like document search capabilities.

- Reduced need for physical document storage space.

"We helped our customer make its workflow much more efficient — an improvement that influenced the customer's decision to stay with us."

Adam Victory, MD,
XOS (UK)

MORE EFFICIENT, LESS COSTLY

COUNTRY:
United Kingdom

KEY CUSTOMER BENEFITS:

Speed

Customer-centricity

Cost reduction

CHALLENGE

- Help a national logistics company manage proof-of-delivery document (PODs) workflow more efficiently.

- Remove the six-week time lag needed to scan PODs externally, burn them to CD and return them to the company.

- Enable call centre agents to answer customer queries more easily with faster access to PODs.

SOLUTION

- Deployment of a Xerox® DocuShare® Content Management Platform cloud solution as the central repository for PODs.

- Replacement of mixed printer fleet with Xerox® MFPs for use as scanning stations.

- PODs scanned directly into DocuShare® with full OCR for easy search and retrieval.

RESULTS

- Annual savings of £20,000 on scanning bureau charges.

- Up-to-date PODs instantly available to CSAs in Xerox® DocuShare®.

- Better customer service with quick and easy POD search and retrieval.

"With a comprehensive managed print solution, our customer benefits from lower costs, increased security, and less pressure on in-house IT."

Clive Hamilton, Group Managing Director,
Pinnacle Complete Office Solutions

SUSTAINED PRODUCTIVITY

COUNTRY:
United Kingdom

KEY CUSTOMER BENEFITS:

🔒 Information security and risk

🖬 Cost reduction

CHALLENGE

- Support a national logistics company's drive to increase business efficiency.

- Rationalise the legacy mixed printer fleet and improve fleet management.

- Enhance visibility of, and improve control over, print costs.

- Increase security for mobile workers printing from USB sticks.

SOLUTION

- Digital and site audit using Xerox® tools.

- Managed print service with Xerox® A4 and A3 printers and MFPs.

- Xerox® Standard Accounting Tool.

- Xerox® Device Agent.

- Identical Xerox® ConnectKey® user interface on all printers.

- Additional security embedded on printers and in the network.

RESULTS

- Printer fleet cut by 40%.

- Significant cost reduction, improved cost control and visibility, and ability to cross-charge for budget allocation..

- Less pressure on IT helpdesk with proactive monitoring and automated consumables supply.

- Faster, less costly user training.

- Secure mobile printing.

"We helped our customer simplify processes worldwide. They say how pleased they are to have a partner who can meet all their requirements."

Julia Strobl,
Gregor Wasserburger Bürosysteme

EFFICIENCY UP, COSTS DOWN

COUNTRY:
Austria

KEY CUSTOMER BENEFITS:

End-user productivity

Flexibility and scalability

Cost reduction

CHALLENGE

- Streamline the printer fleet for a fast-growing production company with multiple sites across Europe, the US and the Middle East.

- Cut the cost and complexity of consumables management.

- Release the IT team from the burden of printer management, and make it more cost-effective.

SOLUTION

- Rollout of Xerox® Managed Print Service to all locations.

- Deployment of 160 Xerox® printers; replacement of other printers as contracts expire.

- Implementation of Xerox® Device Agent (DA) for remote printer monitoring.

- Xerox® Fleet Management Portal (FMP).

RESULTS

- Single supplier and point of contact for all locations worldwide.

- Automated consumables supply, meter reading submissions, service incident creation and engineer despatch.

- Regular fleet status reports; full visibility and control via the FMP.

- Document management proposal to reduce paper-based workflow.

"Our customer is spending less and printing less, and can now easily allocate costs to departments based on usage analysis."

Bürosysteme Petric

INSIGHT AND EFFICIENCY

COUNTRY:

Austria

KEY CUSTOMER BENEFITS:

End-user productivity

Cost reduction

CHALLENGE

- Help a national parquet manufacturer optimise its mixed printer fleet.

- Improve analysis of print costs and usage to enable department-level charging.

- Reduce the printer-related admin effort.

SOLUTION

- Rollout of Xerox® Managed Print Service to all locations.

- Deployment of ~50 Xerox® printers with print management software.

- Implementation of a workflow solution to automate admin workflows and improve printer landscape overview.

- Xerox® Fleet Management Portal (FMP).

RESULTS

- More efficient print and printer management and cost analysis.

- ~12,000-page reduction in print over ~5 months.

- High service levels: faults fixed within <17 hours.

- Rapid, automated, cost-efficient consumables supply covering 84% of supplies orders.

"We combined the convenience of colour at every printer with quotas that prevent colour volumes and costs from spiralling out of control."

Pierre Giano, Key Account Manager
Alpes Conseil Bureautique

COLOUR UNDER CONTROL

COUNTRY:
France

KEY CUSTOMER BENEFITS:

🔒 Information security and risk

👤 End-user productivity

💵 Cost reduction

CHALLENGE

• Help a large regional manufacturing company cut print volumes (~8 million pages a year).

• Improve access to colour printing.

• Increase document security.

• Relieve the IT department of the printer support workload.

SOLUTION

• Deployment of a full fleet of colour printers (increased from just 5 devices).

• Implementation of pull printing with badge authentication.

• Use of colour quotas to control colour print volumes.

• Automated consumables supply.

• Xerox® Fleet Management Portal (FMP).

RESULTS

• 22% reduction in pages printed in first 6 months.

• Users able to print in colour at any printer.

• Visibility of the printer fleet for both the customer and the partner.

• IT department released from printer support tasks.

"Technically accurate, fully formatted translated output at the touch of a button saves our customer a great deal of time and money."

Clive Hamilton, Group Managing Director,
Pinnacle Complete Office Solutions

TRANSLATIONS ON DEMAND

COUNTRY:
United Kingdom

KEY CUSTOMER BENEFITS:

End-user productivity

Cost reduction

CHALLENGE

- Help a global manufacturer and provider of cash solutions serve a growing base of non-English-speaking customers more easily.

- Cut the cost and effort of translating and printing product documentation in 35+ languages.

- Remove the risk of pre-printed documents going out of date when products are updated.

SOLUTION

- Audit of the print and wider business environment to understand customer priorities and cost-saving objectives.

- Rollout of Xerox® ConnectKey®-enabled MFPs.

- One-click interface to Xerox® Easy Translator service installed on Xerox® ConnectKey®-enabled MFP.

RESULTS

- 30% cost savings: no more reliance on external translation services; no more wasted stocks of out-of-date documentation.

- Faster turnaround: technically accurate, perfectly formatted translated collateral delivered on demand at the MFP.

- Easy-to-use service: no need for extensive training.

"As well as ensuring users have all the printer functions they need, we've reduced the pressure of print-related calls on the IT help desk."

Clive Hamilton, Group Managing Director,
Pinnacle Complete Office Solutions

SIMPLIFICATION AND SAVINGS

COUNTRY:
United Kingdom

KEY CUSTOMER BENEFITS:

End-user productivity

Cost reduction

CHALLENGE

- Help a growing manufacturer rationalise and network a mixed fleet of 35 unmanaged legacy printers.

- Ensure printers provide the right functionality for the business at the right cost.

- Cut the volume of print-related calls to the IT help desk from users at 8 sites.

SOLUTION

- Audit of the print environment using Xerox® tools and Pinnacle expertise.

- Managed print service comprising 25 Xerox® A3 and A4 MFPs with a standard user interface.

- Centralised printer monitoring and management by Pinnacle.

- Full visibility of usage and costs, enabling departmental cross-charging.

RESULTS

- 30% reduction in printer numbers.

- 68% reduction in calls to the IT help desk.

- Cost savings on power usage and printer maintenance.

- Increased productivity: full range of printer functions, including scanning, via a user-friendly interface.

"Closer control over its print environment helps our customer meet the increased productivity and security requirements of a strategic contract."

Djalel Ghezal, Sales Manager
Partner Systèmes

DOCUMENT AND DEVICE SECURITY

COUNTRY:
France

KEY CUSTOMER BENEFITS:

🔒 Information security and risk

👤 End-user productivity

💵 Cost reduction

CHALLENGE

- Help a specialist industrial group rationalise its mixed fleet of 86 printers.

- Meet increased productivity and document security requirements associated with a new contract to commercialise submarines.

- Rationalise printer maintenance and consumables orders.

SOLUTION

- Use of Xerox® Device Agent (DA) to help locate printers and analyse customer needs.

- Replacement of multi-brand printer fleet with 27 Xerox® printers.

- Definition of print policy, working with the IT Manager.

- Deployment of print management software, including user authentication.

RESULTS

- Improved control over printers, including secure access.

- Increased security for strategic and secret documents.

- Time savings for the customer's IT department.

- 27% cost savings on visible and soft costs.

"The global capability of Xerox® Print Partner Services helped us win back a lost customer. They're so pleased with the service, they act as a reference for us."

Niels Lynge, CEO,
XP Digital

DELIVERING ON A GLOBAL SCALE

COUNTRY:

Denmark

KEY CUSTOMER BENEFITS:

Flexibility and scalability

CHALLENGE

- Help a pharmaceutical company resolve global printing needs unmet by its incumbent supplier.

SOLUTION

- Global Xexox® Print Partner Services solution incorporating printers, service, consumables ordering and account management.

- Compatibility with the customer's IT systems and security protocols.

RESULTS

- Customer's global printing needs met.

- Satisfaction with the service means the customer acts as a reference for other prospects with global needs.

"Pull printing and Xerox® ColorQube technology help our customer cut waste by 90% and align with government environmental policy."

Roberto Sánchez, IT Manager,
Ofimática Alicante

MEETING GREEN TARGETS

COUNTRY:
Spain

KEY CUSTOMER BENEFITS:

Sustainability

End-user productivity

Cost reduction

CHALLENGE

- Help a local council meet central government environmental targets on waste.

- Cut print-related costs

- Reduce printer fleet complexity.

- Relieve users of the need to place service calls and order consumables.

- Reduce space needed to store consumables stock.

SOLUTION

- Printer fleet rationalisation: from 35 to 23 MFPs; from 4 brands and 15 models to one brand (Xerox) and 2 models.

- Xerox® ColorQube®, enabling elimination of pre-printed stationery.

- PaperCut print management software for pull printing, print monitoring and cost control.

- Automatic consumables ordering.

RESULTS

- 21% TCO reduction.

- Print-related waste cut to 10%.

- 56% of service calls generated automatically, with no need for users to log a call.

- Proactive delivery of 95% of consumables, reducing the burden on IT.

- 95% printer uptime

"We helped a major press group rationalise print-related processes and costs in support of its wider business optimisation goals."

Reprise de Crilcsa

INCREASED PRODUCTIVITY

COUNTRY:
Spain

KEY CUSTOMER BENEFITS:

End-user productivity

Cost reduction

CHALLENGE

- Help a press group's parent company simplify and reduce a mixed fleet of printers.

- Lower print-related costs.

- Automate resource-hungry print-related processes.

- Get everyone on board with the changes.

SOLUTION

- Printer fleet rationalised to all-Xerox® MFPs and colour laser printers.

- PaperCut solution to track print volumes by department.

- Automated consumables shipping.

- Xerox® Fleet Management Portal for incident tracking.

- User training and engagement.

RESULTS

- Printer fleet cut by 65%, from 200 to 70 devices.

- Print-related costs down by 35%.

- Resources refocused on the company's core business.

- Successful change management.

"Our customer is delighted with a fully managed service across all its printers and streamlined consumables ordering."

Massimiliano Lai, Commercial Director, Tecnoffice

TAKING THE PAIN AWAY

COUNTRY:

Italy

KEY CUSTOMER BENEFITS:

End-user productivity

CHALLENGE

- Rid a leading retailer of the consumables ordering burden.

- Avoid the need to buy in advance and devote storage space to stock.

- Improve monitoring and management of the mixed printer fleet across multiple sites throughout Sardinia.

SOLUTION

- Xerox® Fleet Management Portal (FMP) for consolidated device usage data and automated supplies ordering.

- Incident management system.

RESULTS

- Centralised monitoring and management of all printers.

- Increased service desk productivity.

- Consumables delivered as required: no need for customer to order and store.

- Enhanced customer satisfaction and improved experience.

"We delivered a cost-effective, high-performance managed print service that integrates with our customer's complex infrastructure."

Clive Hamilton, Group Managing Director,
Pinnacle Complete Office Solutions

HIGHER UPTIME, LOWER COSTS

COUNTRY:
United Kingdom

KEY CUSTOMER BENEFITS:

End-user productivity

Cost reduction

CHALLENGE

- Help a specialist retailer with 500 employees nationwide cut the cost of print.

- Ensure integration of new print services with existing proprietary software and bespoke systems.

SOLUTION

- Assessment and design services.

- Managed print service including Xerox® A3 and A4 printers with Xerox® ConnectKey® technology.

- Xerox® Services Manager for asset, supplies and incident tracking and management.

RESULTS

- 40% reduction in print costs.

- Print costs and payment plan aligned with customer's budget requirements.

- Increased printer uptime and access, and faster printing.

- Harmonised interworking of Xerox printers with existing IT systems.

"A managed print service is saving an international development organisation €9,000 a month, and taking the pressure off its IT team."

BV-comOffice

TRANSPARENCY AND SAVINGS

COUNTRY:
Germany

KEY CUSTOMER BENEFITS:

End-user productivity

Cost reduction

CHALLENGE

- Rationalise and update the mixed printer fleet used by a children's rights NGO.

- Make print-related costs more transparent.

- Reduce the admin burden on the IT department.

SOLUTION

- Managed print service covering hundreds of Xerox® and non-Xerox® printers.

- Automated supplies replenishment (ASR).

- Consistent per-page print costs across all printer makes and models.

RESULTS

- Rationalised, up-to-date printer fleet under efficient management.

- Single point of contact for printer-related matters.

- €9,000 savings on monthly print costs.

"Our customer has full control over its global printer fleet and print costs, as well as convenient mobile printing."

Borislava Kostadinova, Key Account Manger,
Klaus Vogel Bürotechnik

CONTROL WITH FLEXIBILITY

COUNTRY:
Germany

KEY CUSTOMER BENEFITS:

🔒 Information security and risk

👤 End-user productivity

💵 Cost reduction

CHALLENGE

- Help a technology company (present in 40 countries) to rationalise its mixed printer fleet.

- Put an end to local printer ordering and invoicing.

- Reduce the range of consumables needing to be stocked.

- Reduce the printer-related burden on the IT team.

- Improve cost control.

SOLUTION

- Assessment of print environment using Xerox® Asset DB and DA.

- Consolidation to four Xerox models and one service contract.

- Print management solution.

- Automated service incident creation and supplies replenishment.

- Xerox® Fleet Management Portal (FMP).

RESULTS

- One supplier and point of contact.

- IT team relieved of routine printer-related tasks.

- Ability to review fleet and request service using FMP.

- Enhanced control over print costs.

- Secure mobile printing.

> "We worked closely with the customer to understand their digital ambitions, and delivered a secure solution that can grow with them."

Clive Hamilton, Group Managing Director,
Pinnacle Complete Office Solutions

SECURE DIGITAL TRANSFORMATION

COUNTRY:
United Kingdom

KEY CUSTOMER BENEFITS:

🔒 Information security and risk

👤 End-user productivity

💵 Cost reduction

CHALLENGE

- Support a growing financial services consultancy's transition to more collaborative and digital ways of working.

- Enable users across 5 sites to access client documentation swiftly and easily.

- Maintain the security of financial and personal information.

SOLUTION

- Assessment of information flows and user access requirements.

- Integrated mobile print, document storage and scanning solution, hosted in the cloud.

- Xerox® ConnectKey®-enabled MFPs at all sites.

- Security embedded on printers and in the network.

RESULTS

- Digital documents available to authorised users at the touch of a button.

- End-to-end security of digital documents.

- Ease of use with standardised MFPs and uniform interface.

- 25%–35% savings in cost, time and storage space.

"The combination of managed MFPs and secure mobile working capability saves time and money — and enables better use of resources."

Clive Hamilton, Group Managing Director,
Pinnacle Complete Office Solutions

SECURE MOBILE WORKING

COUNTRY:
United Kingdom

KEY CUSTOMER BENEFITS:

🔒 Information security and risk

♻ Sustainability

👤 End-user productivity

💵 Cost reduction

CHALLENGE

- Enable remote access to a housing association's centralised housing management system (HMS) for regional managers.

- Remove the need to travel to head office to print, copy and copy documents.

- Relieve IT admin of printer-related maintenance.

SOLUTION

- Unmanaged, single-function devices at 8 sites replaced by managed Xerox® MFPs with automated consumables supply.

- Solution for printing, copying and scanning from smart devices implemented.

- Secure access to the HMS from smart devices enabled.

RESULTS

- Ability to access and update HMS information anytime, anywhere.

- 30% cost savings, reduced environmental impact and 18 hours back per manager per week, through reduced need to travel to head office.

- Less pressure on IT admin with a fully managed print service.

"We're helping our customer achieve its digital transformation aims, turning paper documents into accessible information."

Nustream

EMBRACING DIGITISATION

COUNTRY:
United Kingdom

KEY CUSTOMER BENEFITS:

🔒 Information security and risk

👤 End-user productivity

🔀 Flexibility and scalability

💵 Cost reduction

CHALLENGE

- To support an accountancy firm's transition to more digital ways of working.

- To cut print-related costs.

- To ensure information and document security.

- To improve visibility of printing and the print environment.

SOLUTION

- Assessment of print environment using Xerox® Asset DB and Xerox® Device Agent (DA).

- 23 single-function devices replaced by 2 fully managed Xerox MFPs with scan-to-Dropbox and security features.

- Policies implemented to reduce colour printing.

- Solutions for monitoring devices and usage.

RESULTS

- 20% cut in print costs and 10% reduction in volumes, despite 25% growth in staff numbers.

- Easier, more efficient access to information (for mobile workers in particular) through increased digitisation of documents.

- Data and analytics to support ongoing digital transformation.

"By thoroughly auditing the current system we were able to identify savings, both immediate and over the longer term."

Clive Hamilton, Group Managing Director,
Pinnacle Complete Office Solutions

PROCESS MODERNISATION

COUNTRY:

United Kingdom

KEY CUSTOMER BENEFITS:

Sustainability

Cost reduction

CHALLENGE

- Help an established car-parts packaging company modernise its label-production process..

- Reduce the cost of label printing.

SOLUTION

- Workflow audit and analysis.

- Energy-efficient managed laser printers for label output, replacing legacy impact printers.

- Forms overlay software, enabling integration of existing label-production software and data sources with new laser printers.

RESULTS

- More efficient, higher-quality label output.

- 35% reduction in costs associated with label printing (including reduced power usage and removal of break-fix charges).

- Cost savings reinvested in the business.

"The portal gives us visibility and control and helps us provide a true managed print service that delights our customers."

Patrick Van Baelen, Managing Partner,
XsolveIT

A SERVICE THAT DELIGHTS

COUNTRY:
Belgium

KEY CUSTOMER BENEFITS:

🕐 Speed

👥 Customer-centricity

CHALLENGE

- Highlight potential operational issues before they surface.

- Deliver high printer uptime cost-effectively.

- Ensure customer satisfaction by meeting SLAs .

SOLUTION

- Xerox® Fleet Management Portal (FMP) with operational dashboard enabling close monitoring of customers' printer fleets.

- Prioritised view of operational issues via FMP, driving faster resolution.

RESULTS

- Better performance against SLAs.

- More efficient printer fleet monitoring

- Faster onboarding of new service desk staff, thanks to intuitive FMP interface.

- A new level of customer service and satisfaction.

"Xerox® Services Manager helps us win more global deals and provide our customers with a more personalised service."

Edwin Jongsma, Commercial Director,
Xtandit

SUCCESS IN THE GLOBAL ARENA

COUNTRY:
Netherlands

KEY CUSTOMER BENEFITS:

Flexibility and scalability

Revenue growth

Customer-centricity

CHALLENGE

- Improve competitiveness in mixed printer fleet management for global customers.

- Extend printer management capabilities beyond simple monitoring.

- Provide a managed service desk function.

SOLUTION

- Xerox® Services Manager for end-to-end asset and incident management.

- Consolidation (via Services Manager) of financial information, device usage, supplies inventory management, cost tracking and service level management.

RESULTS

- Ability to manage mixed printer fleets across multiple countries.

- Greater service desk productivity and efficiency.

- Increased customer satisfaction through delivery of a true managed print service.

- More large international deals won.

"Streamlining supplies management with Xerox helps us differentiate ourselves from the competition."

Thomas Meier, MPS Programme Manager,
Comdat

AUTOMATION FOR EFFICIENCY

COUNTRY:
Switzerland

KEY CUSTOMER BENEFITS:

Customer-centricity

Cost reduction

CHALLENGE

- Improve supplies management process for 1,000+ printers without service contracts, in use across the customer base.

- Remove the need for customers to stock supplies.

SOLUTION

- Xerox® Enhanced Managed Supplies Service (EMSS) to monitor all printers and generate proactive alerts when supplies run low.

- Xerox® Fleet Management Portal (FMP) to transform alerts into supplies orders, check stock with suppliers, and monitor status of supplies orders.

RESULTS

- More efficient supplies management for all printer brands through EMSS-driven automation.

- Competitive differentiation.

- Cost savings, passed on to customers, with Xerox as our single source of supplies.

- No need for customers to order supplies or maintain inventory.

"We use Xerox analytics tools to accelerate assessments and quantify the customer benefits of our managed print service."

Marc Ueckermann, Solution and Services Director.
Xenith Document Systems

ENHANCED ANALYTICS

COUNTRY:

United Kingdom

KEY CUSTOMER BENEFITS:

Customer-centricity

CHALLENGE

- Streamline the Consult, Strategise and Optimise phases of the managed print service (MPS) offering.

- Improve the quality and accuracy of the management information provided to customers.

SOLUTION

- Xerox assessment tools (Xerox® Asset DB and CompleteView® Pro), providing a better understanding of each customer's current operating environment.

RESULTS

- Service delivery excellence with accurate and timely data, presented in a professional, interactive format.

- Improved ability to quantify and demonstrate the business benefits of an MPS solution.

- Differentiation of Xenith's MPS offering through enhanced analytics.

"Xerox assessment tools give us greater insight into our customers' print environments, helping us create more compelling proposals."

Gonçalo Silvestre, Sales Manager,
Juvex

INCREASED INSIGHT

COUNTRY:
Portugal

KEY CUSTOMER BENEFITS:

🕐 Speed

🧍 Customer-centricity

CHALLENGE

- Understand the TCO of customers' current print environments.

- Gain insight into performance and operating costs across customers' mixed-vendor fleets.

- Make it quicker and easier to analyse customers' print environments.

SOLUTION

- Xerox assessment tools (Xerox® Asset DB and CompleteView® Pro), facilitating in-depth analysis of customers' print environments.

- Buy-in to use of the tools from the Juvex sales team.

RESULTS

- Creation of more compelling proposals that incorporate real customer data.

- Increased ability to show customers how they can reduce print-related costs and increase productivity.

"The Light Partner Helpdesk and Enhanced Managed Supply Services help us strengthen our customer relationships."

Malin Jelsgaard, Support Manager,
Simplify

GETTING CLOSER TO CUSTOMERS

COUNTRY:
Norway

KEY CUSTOMER BENEFITS:

Revenue growth

Customer-centricity

CHALLENGE

- Re-establish strong relationships with customers.

- Regain control of customer operations to avoid eroding the bottom line.

SOLUTION

- Light Partner Helpdesk (LPH).

- Xerox® Enhanced Managed Supply Services (EMSS).

RESULTS

- Optimised customer service.

- More control over the customer interface.

- Simplification of customers' daily routines, including supplies management.

- Enhanced profit chain.

- Doors opened to discuss additional business solutions.

About Xerox

Xerox is an $11 billion technology leader that innovates the way the world communicates, connects and works. Our expertise is more important than ever as customers of all sizes look to improve productivity, maximize profitability and increase satisfaction. We do this for small and mid-size businesses, large enterprises, governments, graphic communications providers, and for our partners who serve them.

We understand what's at the heart of work – and all of the forms it can take. We embrace the increasingly complex world of paper and digital. Office and mobile. Personal and social. Every day across the globe – in more than 160 countries – our technology, software and people successfully navigate those intersections. We automate, personalize, package, analyze and secure information to keep our customers moving at an accelerated pace.

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