



Xerox® Print Services

Control costs and increase
your office productivity

Xerox® Print Services helps you manage your print and copy environment.

Today, virtually every organisation is searching for new ways to control costs and operate more efficiently. That's why many are taking a new look at often overlooked areas: document printing, supplies, maintenance and service. Historically, this has been hard to control, as print expenditures and measurements tend to be spread across many different departments.

Xerox® Print Services helps you streamline management, control costs and maximise your results across the office. As a market leader in managed print services, Xerox has the tools, resources and experience to drive efficiencies throughout your organisation.

Improved Cost and Efficiency

Xerox takes a comprehensive approach to deliver sustainable results year after year. Xerox® Print Services can control and manage all of your Xerox® and selected third party output devices. Our tools and technology integrate with your infrastructure and optimise the investments you have already made. We support all aspects of your output environments, including service desk, break-fix, service level agreement management, supplies and procurement.

Value Beyond Cost Savings

Xerox® Print Services delivers benefits in many areas:

- We address **environmental sustainability**, finding innovative ways to eliminate unnecessary printing and reduce your carbon footprint, usage and waste.
- We enhance **information security** to protect your most valuable information and avoid the costs of lost intellectual property.
- Through our **proactive support model**, we monitor, maintain and manage your environment, usually fixing problems before they impact your employees and your business.

When you add it all up, Xerox® Print Services provides an optimised print environment, reducing your total cost of ownership and increasing business and staff productivity.

Cost Management and Control

Xerox® Print Services can help you:

- Streamline your company's print operations and reduce print and copy expenditures.
- Standardise your equipment and support processes to drive productivity and enable consistent service level agreements.
- Provide a single point of contact, increasing efficiency and visibility of your document output.
- Streamline invoice processes to make it easy for you to manage your costs and assist in budget planning.





Environmental Sustainability

Xerox can help you address your environmental sustainability issues in many ways. We can lower your energy usage by deploying efficient devices that are Energy Star compliant with features that can reduce your product energy consumption in half. In addition, we can help you reduce consumable usage by introducing paper and toner-print saving modes, automatic duplex printing or digitalisation of documents. We can also show you how to leverage new technologies to reduce waste and decrease your energy consumption.

Security

Xerox can help guard against potential security vulnerabilities. We protect documents from inappropriate distribution by controlling access at the device through

user authentication. We also continually monitor your device and your network port, recommending actions to maximise your information security. Our Extensible Interface Platform (EIP) technology, a software platform that is embedded in our multifunction devices, enables an easy transition from paper to digital and facilitates direct links to back office systems. We help you track your assets and highlight any nonconformance of unauthorised devices added to your network. We also manage move/add/change requests and provide an audit trail for a secure document infrastructure.

Seamless Integration and Availability

Our continuous monitoring and proactive support model provides a seamless integration between your office and IT environment, driving device uptime and

output quality. Proactive break-fix services reduce calls to the service desk and free your IT staff and employees from the support process so they can focus on their core business. Real-time alert and response processes maximise the productivity of your contracted document output devices – and the people who use them.

We provide standard service level agreements that offer proactive device monitoring, replenishment of consumables, break-fix services, pricing, invoicing and reporting. Our integrated platform provides you with consolidated reporting to track and monitor your device spend and operational performance metrics.

Delivery and Customer Service Recognition

- IDC recognised Xerox worldwide as a managed print service provider that has the best current deployment delivery in the market today¹
- Xerox is proud to be positioned as a leader in the Gartner Magic Quadrant for Managed Print Services, Worldwide²
- J.D. Power and Associates recognised Xerox for the fourth consecutive year for providing “An Outstanding Customer Service Experience”³

¹ IDC MarketScape: Worldwide Managed Print Services 2010 Excerpt, IDC April 2010

² Gartner, Inc. “Magic Quadrant for Managed Print Services, Worldwide” by Ken Weilerstein et al, September 22, 2010

³ J.D. Power Award 2005 – 2009

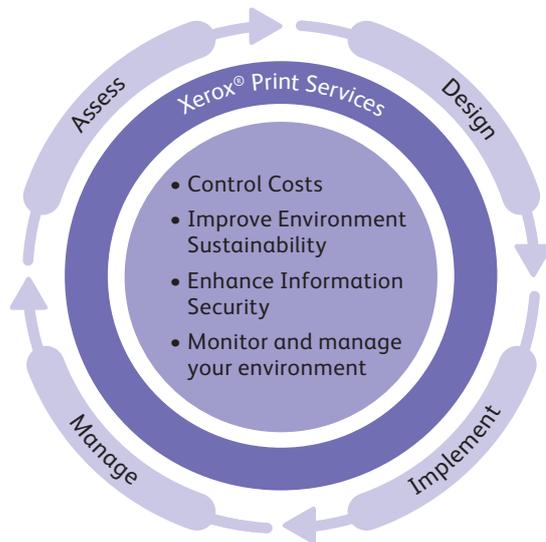
Streamline your office with our proven approach and delivery expertise.

Assess

We perform a full evaluation of your current output services infrastructure and identify opportunities to improve performance, streamline operations and reduce costs.

Design

We consult with your IT staff to develop short and long range plans to improve print services management and enhance the capabilities for your business.



Manage

We continue to manage your environment, covering all aspects of the service level agreement including consumables, service desk, consolidated invoicing and reporting.

Implement

We help streamline your print operations and support your users through the transition process, enabling faster adoption by users and measurable results.

Reporting

Xerox® Print Services provides comprehensive reporting to enable organisations to quickly view operating performance, identify trends and see new opportunities. You can get fast, automated standard web-based reporting on your devices, service level performance, print volume and managed services activities.

Service Delivery Model

Xerox has successfully implemented services around the world, delivering customer satisfaction and measurable results. Our consistent delivery approach and experience provide a simple integration to your existing processes and a smooth transition to the new ways of working. We provide training and ongoing communications throughout the planned implementation. The combination of our professional people, delivery capabilities and well-staffed ITIL (Information Technology Infrastructure Library)-aligned Global Delivery Centers delivers best-in-class end-user support for our clients.

Managed Print Services Continuum

Xerox® Print Services is just one service offering in our Managed Print Services (MPS) continuum. Over the past several years, the Xerox® MPS portfolio has evolved to provide a full range of capabilities across the entire print infrastructures for clients ranging in size from small and medium size businesses to global enterprises.

About Xerox Services. Xerox Corporation is a world leader in business process, information technology and document outsourcing services. Our unique combination of industry expertise and global delivery capabilities helps you reduce costs, streamline operational processes and grow revenue while clearing the way for you to focus on what you do best: your real business.

www.xerox.com

