

Manufacturing

Case Studies



Manufacturing

Manufacturers of capital and consumer goods are enhancing their brands through a wide range of our services. They're getting their products out faster with just-in-time printing of highly customised product support documentation, and through document digitisation to avoid delays in critical processes.

They're freeing up money for new product development by outsourcing accounts payable. They're also substantially reducing costs and improving sustainability and productivity through our managed print services.

Save with a Single Global Enterprise Print Service

Global Chemical Company



\$21m

Projected savings over five years

Country

Global

Key Customer Benefits

 Cost reduction

 Environment

 End-user productivity

Challenge

- Implement a consistent managed print/-copy/ scan/fax service across some 50 countries to reduce costs and improve control and consistency.
- Use 14 production centres in six countries more effectively.
- Meet sustainability requirements.

Solution

- A worldwide fully managed enterprise print service with a single global contract.
- Rationalisation of devices.
- New print capabilities including secure print.
- Electronic job submission to production centre.
- 24-hour support globally.

Results

- \$21 million projected savings in print costs over the five-year contract.
- 99.5% device availability.
- 22% improvement in reliability metrics.
- 99.6% satisfaction rating for production centres.
- 43% energy savings on office printing and 1.4 million lbs per year reduction in CO2 emissions (US).

Deliver Personalised Product Manuals

Danfoss Power Electronics

“Quality documentation is critical to the impression our products make. Xerox frees us to focus on our products, safe in the knowledge that the handling and printing of documentation is taken care of.”

Thorbjørn Hansen, Head of Global Logistics, Danfoss Power Electronics

Country

Denmark

Challenge

- Produce highly customised product manuals on demand, to enable Danfoss to ship highly customised power control systems within 24-48 hours of order.
- Take no more than 20 minutes to print and deliver each manual to the correct product package.
- Do so without fail, 24 hours a day.

Solution

- A completely automated document production facility tailored to the Danfoss manufacturing process, delivering >4,500 document variants in up to 30 languages on demand.
- Five print lines to ensure production without fail.
- Use of intelligent software, barcodes, RFID and robotics to ensure correct document production and delivery.

Results

- Better customer experience of Danfoss products through manuals customised to match specific customer product configurations and reflect customer language choices.
- Print and delivery of manuals to product packages within 20 minutes: no holdup of orders.
- >99% achievement of document production Service Level Agreements.
- Elimination of document stocks with on-demand print.

Regain Control after Growth through Acquisition

International Forest Products Company

25%

Cost savings per year

Country

Global

Key Customer Benefits



Cost reduction



End-user productivity



Challenge

- Drive down cost of printing across Europe caused by post-acquisition inefficiencies.
- Improve service to European sites in remote areas affected by climate and communication issues.
- Re-focus on core business, leaving print and contract management to a single third-party supplier.

Solution

- Implementation of policy to standardise and optimise printing environment.
- Printer fleet rationalisation to 4,000 devices, including provision for backup systems, mobile printers and production units.
- Single service level agreement across 14 countries and support in five languages.
- Consolidated and simplified billing system, with highly granular reporting.

Results

- 25% cost savings per year.
- 50% reduction in printer fleet.
- Machine downtime reduced to virtually zero.
- Internal resources free to focus on core business.
- Streamlined business process thanks to better billing and reporting.

Achieve Social Objectives with Carbon-Neutral Print

OGMA – Aviation Company

“This programme meets the values that underpin all our responsibility policies, creating business value for customers and the community, thus making a genuine contribution to a sustainable future for all.”

Sandra Costa, Head of Social Responsibility Projects, OGMA

Country

Portugal

Challenge

- Deliver an office print programme that, in addition to delivering cost savings and helping employees to be productive with their time, is as close to carbon-neutral as possible.

Solution

- Fully managed print service to improve efficiencies and reduce energy, paper and consumables use, production of waste and overall carbon emissions.
- Continual analysis of OGMA's print volumes to assess the total carbon footprint associated with it.
- A joint Xerox-OGMA 'Carbon-Free Print' programme that supplements the print service with tree-planting to offset any emissions.

Results

- A carbon-neutral print programme that helps OGMA achieve its corporate responsibility objectives.
- 1,500 trees planted in 2011 by Xerox and OGMA employees.
- Cost reductions and efficiency improvements.

Create a Blueprint for Enterprise Efficiency

Carillion – Integrated Support Services Company



£600k

Saved in first six months

Country
UK

Key Customer Benefits

 Cost reduction

 Flexibility and scalability

Challenge

- Reduce costs and increase efficiency of document production.
- Address under and over-use of large mixed population of office equipment.
- Repeat success across acquired businesses.

Solution

- Cohesive, enterprise-wide document production strategy.
- Online asset tracking system to monitor the population of machines.
- Blueprint for greater efficiency and productivity, that's ready to apply to new acquisitions.

Results

- Reduction of Carillion fleet from 3,000 printers and copiers to 800 desktop printers and 450 multifunctional devices – a 60% cut.
- Savings of over £600,000 in first six months.
- Greater control and increased efficiency during subsequent acquisition activity.
- Lower burden of administration and overall costs.

Service Helicopters Quicker with Better Processes

AgustaWestland – Helicopter Manufacturer

“Rigorous management of documentation is essential to safety in aeronautics. Now we no longer have to worry about helicopters being stranded on the ground for want of the proper documents.”

Luca Maragnani, Head of Material Service Delivery, AgustaWestland

Country

Italy

Challenge

- Resolve aircraft-on-the-ground (AOG) situations, within contractual deadlines, to maintain customer confidence and avoid loss of revenue.
- To do so, prevent delays in shipping spare parts caused by an inability to locate associated required documents sufficiently quickly and reliably.
- Comply with aviation authority data requirements.

Solution

- A document scanning and management system that allows for instantaneous digitisation, upload and subsequent finding of parts documentation.
- Integration of the solution with AgustaWestland’s ERP system to enable extraction of reliable document metadata.
- Security features to ensure that only authorised personnel can digitise documents.

Results

- One minute to upload documents, compared with 15 days before.
- 80% reduction in document search time due to better metadata.
- Alignment with AgustaWestland’s integrated logistics strategy.
- Scalable solution with option to expand to other business areas.
- Compliance with aviation authority data requirements.

Simulate the benefits and cost savings of the desired future state

European Industrial Group

35%

TCO Savings Using Assessments

Country

Europe

Key Customer Benefits



Cost reduction



End-user productivity



Challenge

- Move the customer from a technology contract to an MPS contract.
- The customer had a complex environment: multiple sites, multiple suppliers and local agreements.
- The customer lacked knowledge and control over their print environment and needed costs to be more predictable.
- The customer needed to be convinced that Xerox would be able to deliver the most optimum design and best value. An assessment was essential to achieve this.

Solution

- An assessment of the customer's print environment was conducted across multiple countries and sites. Work included a review of print devices, an analysis of the cost and environmental impact and the creation of an output strategy.
- Using Asset DB, 1268 devices were discovered: 358 MFDs and 893 printers. Data collection using Asset DB also limited the need for assumptions and enabled the design of a fully optimised future state.

Results

- An optimised future state was agreed with the customer, reducing the number of MFDs from 358 to 354 and reducing the number of printers from 893 to 372. Optimising the print fleet incurred a reduction of 35% of the annual TCO.
- Xerox now manages the entire print fleet and signed up a significant new MPS customer without going to tender.
- The agreement also included the implementation of Xerox® Secure Print Manager Suite and Xerox® Mobile Print Solution.

A New Approach Cuts Costs and Improves Delivery Times

Owens Corning

“We not only trust Xerox to make sure things are done correctly, but also trust them to come up with new, efficient processes that make things easier for our business.”

Lindsay Ackerman, Marketing Leader, Owens Corning

Country

US

Challenge

- Many of Owens Corning customers (i.e. architects and engineers) rely on accurate high-quality printed materials.
- Owens Corning wanted to improve fulfillment service levels and reduce storage and commercial print costs.
- Our customer wanted to improve sustainability by decreasing waste, eliminating outdated materials and producing fewer reprints.

Solution

- Fully integrated, comprehensive document management solution with on-site service and support, including Xerox print center staff and Xerox marketing consultant to manage digital assets design, in-house printing, mailroom, outsourced printing and document inventory on a worldwide basis.

Results

- 100% on-time delivery.
- 9% overall greater productivity.
- 50% reduction in operating costs..
- 25 languages are translated and localized in more cost-effective manner.

Getting Down to Business Strengthens Reliability

EMC

\$7M

Annual savings.

Country

US

Key Customer Benefits



Cost reduction



End-user productivity



Challenge

- EMC had grown both organically and through acquisition and needed to gain visibility into print infrastructure and strengthen control and compliance, particularly budget compliance.

Solution

- Provide global end-to-end services to manage print infrastructure, standardize devices and related processes, improve reliability and manage global service calls.
- Introduced proactive device monitoring and improved uptime, enabling IT to focus on more strategic imperatives.

Results

- 30% decrease in print costs.
- 7:1 to 22:1 improved employee-to-printer ratio.
- 20B reduction in BTUs.
- 65% of service needs handled proactively.

New Strategy Meets Demand of Mobile Workforce

Haworth Inc.

“Whether mobile print or sustainability or cost-effectiveness, Xerox Managed Print Services has been a great solution for us.”

Nicole DeCou, Client Technology Manager, Haworth, Inc.

Country

US

Challenge

- Haworth was faced with inefficiencies in their print environment and needed to consolidate devices and centralize support.
- Demands of a growing mobile workforce and the ability for employees and vendors to print from anywhere, anytime was important.
- The company wanted to reduce overall printing costs and provide an efficient document workflow environment with an emphasis on sustainability.

Solution

- Streamlined print infrastructure enabling greater convenience and control, significantly cutting print costs and allowing fleet to be managed in a more cost-effective manner.
- Enabled anywhere-anytime mobile printing for global workforce.
- Upgraded in-house print center, allowing jobs to be completed more quickly.

Results

- 30% savings in overall printing costs.
- 80% of service calls are proactive.
- 90% reduction in landfill waste.
- 50% of workweek saved for IT staff, allowing them focus on core duties.
- 95% of print supply calls are proactive.

A Streamlined Experience Enables Greater Flexibility and Control

Aerospace and Defense Contractor

“When it comes to the business of defense, information security is always a top priority.”

Director of Information Technology, Global Fortune 500 Aerospace and Defense Contractor

Country

US

Challenge

- The company wanted to adopt industry best practices to manage printing equipment, services and supplies more effectively, increase employee efficiency, improve end user satisfaction and drive major cost savings.

Solution

- Analytical tools and Lean Six Sigma methodologies to optimize assets and costs, implementation of NIAP-certified Xerox® multifunction devices and proactive device monitoring and maintenance.

Results

- 40% cost reduction.
- 60% reduction in document devices.
- 2:1 to 8:1 improved employee-to-printer ratio.
- 27% decreased energy consumption.
- 33% reduction of solid waste.
- Improved endpoint security.

Maximum efficiency in the printing processes

Moscow Helicopter Plant

24/7

Printing infrastructure available

Country

Russia

Key Customer Benefits



Cost reduction



End-user productivity



Environment



Challenge

- The Experimental Design Bureau of Moscow Helicopter Plant had to move to a new building at the National Helicopter Manufacturing Center (NHMC) and wanted to streamline printing infrastructure, to set up special individual print rooms replacing personal desktop printing devices and to introduce a unified fax system.
- They needed productive, low-energy consuming printers with specialized software on all the center's floors.

Solution

- In phase 1, new Xerox printing and scanning hardware and software were installed. All of them were with minimal energy consumption.
- Special print rooms equipped with Xerox® 6204 Wide Format Printers were set up to provide the optimum conditions for the preparation of design documentation.
- In phase 2 the old personal printers and MFPs were replaced with Xerox colour and mono printing devices to increase information security and optimize costs.

Results

- Increased efficiency by optimizing of the workflow and introduction of the centralized document workflow process management and analysis providing complete record of all printing related activities.
- 6 times less printing devices.
- 25 % on average of financial savings from reduced energy consumption and minimized associated costs.
- Internal resources are freed up and employees can focus on the core business.

Increased productivity, streamlined workflows and lower printing costs

Sorste Group

“We plan to expand our partnership as we already see the first results as our customer satisfaction significantly increased.”

Marius Schiopu, IT manager, Sorste Group

Country

Romania

Challenge

- Sorste, one of the leading textile manufacturers in Romania was growing rapidly and experienced difficulties with managing its workflow.
- Multi-brand fleet, not network-ready devices.
- Multiple interactions with several suppliers to resolve issues with the equipment.
- Lack of cost control.

Solution

- Part of the MPS solution provided by a Xerox partner Producton was the assessment of the workflow to introduce print costs control while increasing productivity.
- The second staged aimed to optimize the client's equipment fleet, eliminate the inefficient devices and introduce new productive machines to 2 client locations – 9 Xerox printing devices with wireless connection and Xerox Device Agent to provide automated device monitoring and high-level view of the print fleet.

Results

- One supplier managing everything makes it easier for the IT.
- Control and reduction of print costs with significant savings on consumables costs.
- Data security with new advanced software tools.
- Improved quality of the printed materials for internal and client use.

