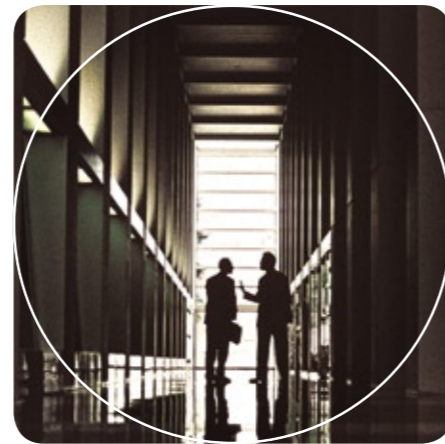




FUJI XEROX | GLOBAL SERVICES

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We help people do great work

Fuji Xerox Global Services (FXGS) is the market leader in outsourced document management services, offering the widest range of services, products and solutions in the industry. Our suite of offerings includes consulting, imaging, content management, design and outsourcing.

At FXGS we work with our customers to deliver efficiencies within their organisation, by improving their document intensive business processes and delivering measurable business results.

Our aim is to help our clients work more efficiently, produce more effective documents, reduce their costs and ultimately, better serve their customers. In fact, our brand promise is we help people do great work.

We have helped many organisations across Australia improve the way they work. Now, how can we help you do great work?

For further information contact us on 13 14 12

FujiXerox.com.au/solutions

AUSTRALIAN HEAD OFFICE: FUJI XEROX AUSTRALIA PTY LIMITED
101 WATERLOO RD, NORTH RYDE NSW 2113 PHONE (02) 9856 5000 FAX (02) 9856 5003

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EDS Australia **Reduces print environment carbon emission** **by an estimate of 79%**

At a Glance

Fuji Xerox Global Services Customer

EDS Australia

A Lean, Mean, Green Solution

EDS Australia streamlines its document production requirements to save costs, increase productivity, and reduce carbon emissions

“Overall, we have a better way to manage our document intensive business processes,”

“First, we’ve seen major cost savings in printing - over 20 percent,”

“The other major accomplishment is that we’ve established an EDS Print Centre at our Sydney offices in Burwood.”

ROBERT BRUCE, FILE AND PRINT SERVICES MANAGER, EDS ASIA PACIFIC.

EDS has also reduced its paper consumption with a print policy that includes duplex printing, usage tracking and direct billing, and added device functionality through scanning and secure printing.

“With the energy savings from consolidation of our print fleet on a Fuji Xerox platform and our reduction in paper use, we have cut the carbon emissions from our printing operations by as much as 79%.”

Robert Bruce,
File and Print Services Manager, EDS Asia Pacific



“EDS is a huge business processing and IT outsourcer, providing solutions to clients who are looking for advanced IT options,”

Thomas Fennel,
Infrastructure Engineer, EDS Australia.

Slashing greenhouse gas emissions in Australia and New Zealand by 25% by 2010 is a primary focus for EDS Australia.

This goal is recognised through a wide-ranging initiative, the EDS Go for Green Program. As part of this program, EDS has developed a range of service offerings that allow their customers to reduce their impact on the environment.

Business Scenario and Challenge

“Over the years, EDS has transitioned a number of clients and client environments into our organisation, and these clients brought their various print infrastructures with them,”

David Yates,
Service Delivery Executive, EDS Asia Pacific.

For EDS Australia, this meant the company was operating on several different copying and print platforms, and had to work with varying vendors to manage its document requirements.

“Dealing with so many vendors was very frustrating,” said Robert Bruce, File and Print Services Manager for EDS Asia Pacific.

“We constantly had to determine which vendors we were working with, and figure out who we could talk to about the multiple machines we had out there. To make it even more complicated, we also had to figure out which services to employ when a device needed to be fixed. We had processes in place for purchasing devices, but when it came to the management of those devices, our processes were lacking.”

Quite simply, EDS needed a partner on board that could establish and service the company’s entire document processing requirements - including the best available solutions for print, fax, copy and scanning.

The company also required the latest fleet of networked multi-function devices to reduce the number of personal printers in use.

And finally, EDS needed a company that could measure and manage the impact of a printing service on the environment.

Business Solution

“When we started talking to Fuji Xerox Global Services we discussed the products and services they could offer,” said David Yates.

“It became apparent quite early that we could use the synergy that exists through Fuji Xerox’s relationship with EDS as a worldwide Agility Alliance Partner. It’s more than a partnership; we actively work together all the time. We knew we could use Fuji Xerox Global Services print environment expertise and environmental performance to our advantage, as well as that of our clients.”

David Yates,
Service Delivery Executive, EDS Asia Pacific.

EDS also selected Fuji Xerox Global Services for its capacity to service the company on a global basis, its ability to follow Six Sigma methodology when delivering Managed Output services, and its aptitude for continuously improving performance for customer satisfaction.

ROBERT BRUCE, FILE AND PRINT SERVICES MANAGER, EDS ASIA PACIFIC

“Fuji Xerox Global Services is helping EDS achieve its sustainability objectives, which include a 25% reduction in the organisation’s carbon footprint by 2010 through our Go for Green Program. Fuji Xerox Global Services has proven to be a valued partner not only in improving our business efficiency but also in enhancing our environmental performance.”

“Fuji Xerox has offices in the countries that EDS works in, which means they can provide support wherever we need it.”

David Yates,
Service Delivery Executive, EDS Asia Pacific.

To begin the document output transformation within EDS Australia, Fuji Xerox multi-function devices were installed across the company, including the Xerox AP550, DC286, Phaser 5500DN, WCP45 and Phaser 7750.

“We reduced the number of devices across multiple vendors from 324 to 75 that are managed solely by Fuji Xerox Global Services,” said Robert “That is a 71% reduction in the number of devices within EDS Australia. According to best estimates, this represents a 79% cut in carbon emissions due to less use of paper, other consumables and electricity.”

Fuji Xerox Global Services also created a new print infrastructure for EDS, which enables the company to pro-actively manage all devices with detailed use analysis and reporting, integrated help-desk support and on-site technical services for machines requiring maintenance, for each business unit.

Working with Fuji Xerox Global Services, EDS Australia also established the EDS Print Centre to manage all of the company’s high-volume document production requirements.

Managed Output Services and Fuji Xerox Technology

Every business relies heavily on its office document output infrastructure - including equipment, services and supplies - to get work done.

EDS Australia required a solution to help maximise the availability of its document infrastructure and reduce overall downtime costs, staff frustration, IT investment and printing expenditure, and its printing impact on the environment.

Therefore, EDS implemented Fuji Xerox Global Services’ Managed Output Services (MOS) to proactively maintain and fix document output devices, gain complete control over the printing environment, automate supplies management and administration support, and deliver on-site support services.

“For example, MOS tells us when a printer needs something - usually before people know the printer needs something!”

Robert Bruce,
File and Print Services Manager, EDS Asia Pacific



MOS uses industry-leading software that discovers device problems and automatically alerts the Fuji Xerox Help Desk. Remote diagnostics and trouble shooting capabilities further maximise device uptime by dispatching the appropriate resources every time.

MOS also includes a custom asset-tracking database that enables Fuji Xerox Global Services to provide EDS Australia with reporting on key metrics, usage and equipment performance. Access to detailed management information allows EDS to make informed decisions to improve its document output and increase user productivity and satisfaction.

Benefits

“Overall, we have a better way to manage our document intensive business processes,” said Robert.

“Now we’ve got one company, and one fleet management team looking after all our devices, and that has been a godsend.”

Robert Bruce,
File and Print Services Manager, EDS Asia Pacific

Bringing Fuji Xerox Global Services on board also enabled EDS to accomplish its major print infrastructure objectives.

“First, we’ve seen major cost savings in printing - over 20 percent,” said Robert.

“The other major accomplishment is that we’ve established an EDS Print Centre at our Sydney offices in Burwood.”

The Print Centre is outfitted with Xerox printers, copiers and multifunction devices, and gives EDS the ability to produce high-volume, premium quality documents, training materials and manuals in a quick and efficient manner for clients at one central site.

EDS Australia has also changed the way it uses document output devices.

“Now for every one large group device, we have about 18 or 19 people using that device.”

So there’s a significant reduction of the number of machines on the floor. At first people were reluctant to ‘give up’ their personal printers and multifunction devices, but now we’re getting great feedback from staff. Attitudes about printing have changed; people now think twice before they print because they’re more conscious of the environment, and also have some smart alternatives to printing available now.”

Robert Bruce,
File and Print Services Manager, EDS Asia Pacific

“We had far too many devices, far too many people ‘owning’ those devices, and we were paying a substantial amount of money to manage those devices.”

“We saw that consolidating our equipment would work not only for the business, but also for the environment, by reducing the footprint of our print-fleet.”

ROBERT BRUCE, FILE AND PRINT SERVICES MANAGER, EDS ASIA PACIFIC.

Challenge

To deliver a strategic print infrastructure and management service for all document requirements in EDS

Solution

Implementation of Fuji Xerox Global Services Managed Output Services (MOS) and replacement of existing print equipment with Fuji Xerox multi-function devices

Benefits

- **20% reduction of EDS print and administration costs**
- **Increased business control and user productivity**
- **79% reduction in carbon emissions achieved through consolidation of multiple diverse devices on a lean energy efficient Fuji Xerox print platform, and through reduction of printing and paper usage**
- **Ability to work with one vendor instead of many for document service and support**
- **High quality print and document output**
- **Establishment of an EDS Print Centre, enabling EDS to efficiently manage high-volume document production requirements in house**
- **On-demand document service and support in all EDS Australia offices**

Background

EDS is a major player in the global services market, where the company has been working with many leading government and business entities since 1985.

In Australia, EDS employs a workforce of more than 6,000 people and maintains offices in Sydney, Adelaide, Melbourne, Canberra, Brisbane and Perth.

Markets in focus for EDS Australia include the financial services, communications, government and consumer, industry and retail markets. They offer customers the full spectrum of IT services, from information-technology, applications and business process services, to information-technology transformation services.

On four occasions, EDS Australia was awarded an international Outsourcing Excellence award from the International Outsourcing Centre. In 2000 the company received an award (Best Government) for its work with the South Australian Government; in 2001 (Most Visionary) for its work with the Commonwealth Bank; in 2002 (Most Flexible) for its work with the Australian Taxation Office and in 2005 (Best Governance) for its work with Westpac.