

## Assessment Services: Office Document Assessment

Service Offering Brief

# Facts drive results you can count on.

Xerox Assessment Services provide a foundation of fact that puts your organization on a path to significant year over year office document output cost reductions.

The facts relating to your organization's document output spend and workflows reveal a path to substantial cost savings, improved productivity, and employee satisfaction. But these facts are elusive—hidden in infrastructure expenses, service and supplies costs, and departmental, or fragmented purchasing. Because many organizations do not have a clear view of the facts, they can't have a clear view of the opportunities.

*"We've found that companies spend almost \$1,000 per year per employee on office document output costs. Reducing that spend by 30%, a company of 3,000 employees can save nearly \$1 million per year.*

*Mack McCormick  
Vice President, Office Services Practice  
North America*

Xerox uses a powerful and scalable set of integrated tools and methodologies to analyze your business environment, define a current state, and show you the way to improved bottom-line results.

Assessments include:

- The Xerox Office Efficiency Calculator: a free 'instant analysis' tool available on [www.xerox.com/efficiency](http://www.xerox.com/efficiency) that you can use to scope your potential opportunity.
- The Xerox Office Productivity Advisor: a site-based service that estimates costs and volumes for office equipment based on product data, leveraging industry metrics and studies.
- The industry recognized *Xerox Office Document Assessment (ODA)*: a consultative, in-depth analysis using Lean Six Sigma methodologies and leading edge technology. Available worldwide, the ODA uncovers the *actual* costs of how you manage document output, your assets, infrastructure, and workflows across your enterprise, and results in a documented strategy to achieve cost reductions which can be 30% or more.

## THE RIGHT SOLUTION

### FOR YOUR CHALLENGE.

**Challenge: Limited view of your total document output costs.**

A Xerox Office Document Assessment gives you an enterprise view of your current state, providing you the facts you need to make informed decisions and develop a comprehensive document output strategy.

**Challenge: Lack of a document output strategy to reduce costs while improving operational efficiency.**

Thorough assessment of your environment, including hard and soft costs, user studies, and workflow analysis, gives you a blueprint to reduce costs and improve productivity and employee satisfaction.



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or call **1-800-ASK-XEROX ext. 948**

## Capture the data...

The foundation of the Xerox Office Document Assessment rests on three key pillars:

*Voice of the Customer:* Understanding your requirements and those of your users to ensure maximum productivity.

*Voice of the Process:* Fully comprehending your document output processes and the ways people work to ensure maximum efficiency in your business processes.

*Voice of the Environment:* Accurately measuring and analyzing data from your work environment to establish true total cost of ownership and ongoing cost to be minimized.

Our holistic, vendor neutral approach doesn't simply count machines. The ODA provides accurate data about business processes and the cost of doing business, which helps formulate a comprehensive plan for getting the most from your office document infrastructure.

### Xerox achieves J.D. Power and Associates Certification

Xerox is the first document management technology company to earn the J.D. Power and Associates Certification for outstanding technology, service, and support:

- Online—Web-based assistance
- On call—Welcome Center support
- On-site—Dispatched service



*“An Outstanding Customer Service Experience”*

The ODA is based on a proven, multi-phase Lean Six Sigma approach:

*Define your needs*—Visioning and Knowledge Exchange workshops are conducted with your organization to develop overall goals, objectives, and requirements.

*Measure*—Innovative technology and methodology collect data on document volumes, costs, device utilization, and business processes. Floor mapping and workflow process diagrams are developed to determine process capabilities and provide a baseline for improvements.

*Analyze*—Issues are defined and root causes identified. Cost modeling tools are used to evaluate current state, future state, and transition costs and benefits.

*Improve*—Plans are delivered to drive cost reduction, work process simplification, cycle time, improved dissemination of knowledge, and a detailed transition plan for improved performance and satisfaction.

*Control*—Implementing Xerox Office Services ensures ongoing monitoring of measurements and management practices, providing control and continuous improvements.

## ...and put it to use.

The Xerox assessment culminates with a detailed final report, providing strategic recommendations and a blueprint for change designed to yield achievable, measurable results. In addition, customized reports and accompanying presentations compare benefits to costs over specified time frames and identify actionable steps for continuous progress.

Once the assessment is complete, Xerox is ready and able to manage your transition to more effective and productive ways of working. Xerox Office Services are not “one size fits all,” but are combinations of customized services, a vendor-neutral approach, technology, and process improvements that integrate seamlessly with your current technology infrastructure to deliver exactly what you need.

By conducting assessments worldwide since the mid-1990s, we've learned that the opportunity to reduce cost and improve worker productivity can be significant and immediate. Find out how big your opportunity is by contacting Xerox today.

## How big an opportunity?\*

Summary Data (Yearly)	Current State	Desired State	% Improvement
Device Utilization	1.6%	3.4-7.0%	200-400% ▲
Cost per page	\$.055	\$.039	30% ▼
Total document output spend per employee	\$980	\$686	30% ▼

\*Source: Xerox Office Document Assessment analysis, encompassing over 70,000 users.