

# Fuji Xerox Global Services Solutions for Government





## Fuji Xerox delivers a mandate for success

Government organisations face an array of challenges in successfully discharging their duties. Issues of fiscal responsibility, accountability and efficiency must be balanced with ease of access and the need to deliver on commitments to taxpayers.

Despite increasing pressure to reduce wastage and implement more eco-friendly practices, government organisations remain one of the largest producers of paper documents. From draft legislation, press releases and budget documents through to letters, educational brochures and a wide variety of forms and applications, the list seems endless. Not to mention the millions of how-to-vote leaflets and ballot slips required in an election year.

Given the enormous number and range of documents involved, it's clear that any improvement in process efficiency offers tremendous potential for cost reductions. And that's where Fuji Xerox Global Services comes in. As the world's leading supplier of outsourced information and document management services, Fuji Xerox Global Services has the knowledge and experience to help government clients trim an average 30 percent of their document and information management costs.

Since these functions typically account for around 15 percent of a department's operating budget, the potential savings are considerable. Whether your organisation is engaged in federal, state or local government activities, Fuji Xerox Global Services offers a range of outsourced services to enhance the quality and efficiency of your document production, improve access to information and reduce your costs.

Our digital workflow solutions not only streamline processes and drive greater efficiency, but they ensure that any document needed to inform, debate or support the decision-making process is just a button click away.

With governments responsible for so many critical decisions – ranging from legislation, roads, transport, education and healthcare to conservation, population management, international relations and more – it's important to ensure that quality information is always available.

Whatever your document management needs, we have the knowledge and resources to help you succeed.

## Reducing the cost of government

Demonstrating fiscal responsibility and achieving real value from capital investments constantly drives public sector spending.

With information and document management consuming around 15 percent of a department's operating budget, any opportunity to reduce that by almost one third must be explored. Applying our global experience working with governments, Fuji Xerox Global Services can identify aspects of your operation that are costing more than they should and recommend a more cost-effective approach.

We can:

- evaluate your existing information management processes to identify opportunities to improve efficiency and cost-effectiveness;
- optimise distribution and performance of your printer assets through proactive management and maintenance to eliminate wastage and hidden costs;

# Digital record keeping slashes local council's storage costs

Rockdale City Council, as well as manage their own documents, cares for the city's civic records, a large stockpile of documents dating back to the early 19th century.

## The Challenge

Handling so much paper was interfering with the council's ability to carry out day-to-day operations and causing real headaches. They had more than 40,000 paper-based files spread across five different sites around Sydney with a storage bill growing at the rate of \$10,000 annually.

Using an outdated legacy system to locate files stored offsite was also affecting productivity, leading to end-user frustration and staff maintaining stand-alone systems. Finding a better storage solution was just one concern

with so many of their hard-to-access records being working documents. Lost, incomplete or incorrectly filed documents made life even harder. Accessing the right paperwork from storage could take hours or days, and documents often came back damaged.

Council needed to store and manage documents more efficiently to comply with the State Records and Freedom of Information Acts. They began searching for an IT provider with the skills to bring the council's documentmanagement practices into the digital age.

## The Solution

Working with council staff, Fuji Xerox Global Services drew up an action plan that would see the council's collection of more than 1.5 million paper-based records converted into electronic files within two years.

To manage document conversion at council headquarters, Fuji Xerox installed sophisticated imaging software and hardware capable of high-volume workloads. Most of the council's archives are being processed at a Fuji Xerox imaging centre, with the electronic files brought back to council headquarters on a portable digital hard-drive.

The Fuji Xerox solution saves space, provides regulatory compliance and better access to information. Rockdale is one of the first councils to consider imaging most of its older records to be used within an electronic document management system. They are relieved to know their files will be backed up electronically, protecting them from fire or theft.

- provide expert document design and production services to enhance the impact and effectiveness of your branded communications;
- introduce digital imaging and workflow solutions to speed data access and enable customer self-service;
- improve performance and cost efficiency of your accounts payable, accounts receivable and mailroom functions through outsourced offerings; and more.

## Enabling the e-agenda

Federal Governments will continue to move toward digital processes and delivering more of their public services online, leading the way for State and Local authorities to follow suit.

Fuji Xerox Global Services offers the most advanced and comprehensive digital imaging and workflow solutions on the market today with fully auditable processes for accountability and governance.

Our scanning technology quickly converts paper documents into digital files for easy storage, retrieval and distribution both within your organisation and externally.

Digital workflow enables greater communication and collaboration across all levels of government, streamlining administrative requirements while facilitating cooperative networks between public and private organisations.

Workflow also lays the groundwork for greater sharing of services across different departments and agencies, with obvious flow-on benefits, and facilitates the effective delivery of a wide range of information services to constituents via the Internet.

eGovernment is about improving the availability and responsiveness of government services and information.

Fuji Xerox Global Services has the solutions to make the vision a reality.

## Unlocking eco-friendly initiatives

As community awareness of environmental issues like water shortages, the ozone layer, carbon emissions and energy conservation continues to grow, Governments are expected to set the example for the wider population.

Not only does that mean public sector agencies replacing printed documents with digital workflow to reduce paper consumption, but there is a constant challenge to educate citizens about their individual and corporate responsibilities.

Brochures, fliers, websites and advertisements are just some of the ways in which governments are seeking to inform residents about ways in which they can conserve our environment.

Fuji Xerox offers expert design and layout services to help enhance the impact and effectiveness of any government communications project.

## Getting your message across

To ensure the continued support of business, interest groups and the wider community, Governments must continually inform and educate its citizens about changing issues, initiatives and programs.

Governments have an important role in influencing behaviour, such as:

- educating computer users about safe practices online;
- raising awareness about drink-driving;
- promoting ethical business practices.

Conveying these messages in a way that achieves the desired response requires high-impact documents that are tailored to each audience. Fuji Xerox Global Services offers a range of specialist design services to enhance the quality and impact of your communications and ensure a receptive audience every time.

We can even design branded templates that you can personalise for individuals, interest groups or geographical regions to more effectively target your message.

Whatever your needs, Fuji Xerox Global Services can help you create a document management approach that will vastly improve document-driven business processes, resulting in transformation across different department functions and bring significant benefits for government agencies and the public.

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## About Fuji Xerox Global Services

Documents are positioned as increasingly important management resources for today's corporate activities. Fuji Xerox provides outsourcing services that focus on the document and business processes of customers who conduct business in Japan and globally. Based on our extensive consulting experience, optimal IT utilisation and worldwide service provision structures, Fuji Xerox can efficiently manage all documents processes – from production and storage to output and usage – to achieve cost reductions and higher productivity, while also contributing to customers' business growth as their ultimate business partner.

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