

Fuji Xerox Global Services Solutions for Manufacturing and Retail





Low margins and tight lead-times have become the hallmarks of supply chain operations, as increasing competition creates greater pressure for new efficiency gains, cost reductions and more effective reporting to aid decision-making. Whether your organisation is focused on manufacturing, distribution, retail, or a combination of all three, these issues are impacting your business on a daily basis.

Fuji Xerox Global Services, the world's leading supplier of outsourced communications and document management services, can help to drive down your information management costs while enhancing the impact and effectiveness of your communications.

Documents form a critical element of the supply chain, ranging from sales orders, inventories and customer profiles to shipping manifests, invoices, marketing materials, management reports and more.

In fact, documents typically comprise 90 percent of your customer communications and consume a massive 15 percent of annual revenues. But it's not just the printing and distribution of those documents that costs so much. It's the time your people spend in developing, accessing and changing them, the way the information is stored and how it is used within your business.

What if you could improve these processes and in doing so slash 30 percent off your communications and information management costs? That's the result Fuji Xerox Global Services typically delivers for its customers.

We specialise in back room processes, which makes us uniquely qualified to identify the wastage and hidden costs in your document management systems. We'll not only trim the fat that's costing you unnecessary money, but we'll free you up to focus on what you do best.

Our services range from digital imaging and workflow solutions to outsourced accounting and mailroom services, print optimisation solutions, professional design and communications services, and even complete printer fleet procurement, management and maintenance.

Digital workflow drives efficiency and saves money

As margins grow tighter and distribution costs continue to rise, companies involved in manufacturing, distribution and/or retail are constantly looking for opportunities to improve efficiency and reduce time to market. And that means automating as many processes as possible.

While some companies have complex Enterprise Resource Planning (ERP) and supply chain systems to enhance their operational processes, many still rely on paper-based communications, which can be slow and unreliable.

Fuji Xerox Global Services digital imaging and workflow solutions allow you to replace paper documents with scanned images which can be distributed and accessed electronically at the touch of a button.

No more waiting for letters or faxes. Digital files can be attached to an email or viewed online to speed processes and improve productivity.

Timely and accurate information for company's customer orders

When faced with a mountain of paper-based proof-of-delivery (PoD) slips, which involved 24-hour manual processing, logistics company Widdowson Group turned to Xerox Global Services to streamline internal business processes.

The Challenge

The logistics industry plays a critical role in the United Kingdom's (UK) economy with 157 billion kilometres worth of tonnage transported across roads each year. Widdowson Group, based in the heart of the UK, employs over 350 people and is a major logistics player with a fleet of 150 vehicles.

Widdowson currently has 185 different clients ranging from leading toy manufacturers, refreshment companies

and large plant equipment builders. The company's delivery system involved a lot of paper-based PoD material to track delivery details and enable the invoicing of clients. Many of these clients also had complex ways in which they preferred to receive PoD slips and how they liked to be charged.

The Solution

Widdowson looked at several options before choosing a bespoke solution from Xerox Global Services. Xerox Specialists assessed Widdowson's needs and worked closely with

Baxter's team to launch a new scanning and indexing system.

The company can now process 1,200 PoDs a day and has reduced the number of staff needed to scan and index forms. The Fujitsu machine uses a colour laser to identify the PoD barcodes, with 98.6 percent accuracy. At least 95 percent of forms are now put online within 24 hours.

The project took around three months to complete and cost a sum that Baxter expects to see paid back within two years through saved overheads and improved efficiency. Employee training on the new system was important to ensure that barcodes are not signed over or crimped in any way.

Before the solution was implemented, the company would receive numerous enquiries from concerned clients about their proofs-of-delivery. Over a year after the project went live not one enquiry had been made.

Imagine the improvement in satisfaction levels when your suppliers and customers can place orders and track deliveries 24 hours a day via your website instead of having to visit your premises, or phone through their order.

And imagine the savings in your time and resources.

Plan for success

Success doesn't just happen – you have to plan for it. But any business decision is only as good as the data that informs it.

The drive to grow your business and lead your market segment requires fast, precise decisions based on accurate, up-to-date information which are then communicated in a consistent and reliable way to those who need to act on them.

Fuji Xerox Global Services digital workflow serves all these needs by ensuring that the right information is available where and when you need it.

You'll improve your time to market and enhance your ability to respond to changing customer expectations. You'll also equip your business to meet growing demands for full data integration across the entire supply chain to speed transactions and aid compliance. On top of the efficiency benefits, digital workflow is a green decision that will help you demonstrate your commitment to the environment and raise your standing as a good corporate citizen.

Get personal to build loyalty

With so many voices in the marketplace, it's a constant challenge to differentiate your offerings in a way that will appeal to customers and keep them coming back.

Fuji Xerox Global Services offers a range of professional design and communications services that promise to maximise the impact of your marketing and promotional spend.

Not only that, with increasing focus on customer loyalty programs and tracking individual spending, retailers are looking for new ways to personalise their marketing in order to increase their share of wallet.

Our expert designers can develop a range of templates for online promotions and newsletters that you can easily tailor with individual customer details and preferences to create highly relevant, one-to-one communications.

Not only can we help you strengthen your brand positioning, we even provide fast and simple ways to capture customer feedback online and feed it back into your planning and decisionmaking processes to ensure you're always one step ahead of the competition.

Play to your strengths

In today's cutthroat environment, it pays to focus on your strengths and outsource non-core activities to specialists who can deliver the performance you need at a competitive price.

Leverage our proven expertise in print technology to outsource the procurement, maintenance and management of your entire fleet of printer and copier appliances. Our vendor neutral stance ensures the continued ROI of existing investments while future purchases are selected on a best fit basis.

We'll assess the number, type and location of each unit to optimise printer availability across your organisation, delivering proactive support and maintenance services to ensure that every unit delivers excellent performance.

Fuji Xerox Global Services can take over your accounts payable and accounts receivable functions and ensure they operate smoothly to support your business.

We can also apply our best practice knowledge to optimise the running of your mail room, improving efficiency and reducing costs while allowing you to focus on what you do best.

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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