



In a market where innovation is a daily concern and competitive advantage comes from focusing on core strengths, the opportunities and challenges for professional services firms continue to grow. Whether you provide services in accounting, law, information technology, real estate, marketing, administration, or a mix of these, you must find ways to:

- Optimise processes to drive efficiency and reduce costs;
- Reduce time to market for new products and services;
- Communicate services effectively in a highly competitive market;
- Effectively match services and target customers;
- Manage increasing amounts of data whilst ensuring compliance and audit trails; and
- Increase employee satisfaction and loyalty.

Fuji Xerox Global Services can assist you to achieve your goals in each of these key areas with tailored solutions that deliver substantial savings.

When it comes to professional services, we are the experts in document management and communications. Whether you need to create, print, distribute or store essential information, the team at Fuji Xerox Global Services can help you do it faster, more efficiently, with greater impact, quality, and at a lower cost.

Drive efficiency, reduce costs

Consider for a moment the number and range of documents that move around your organisation and to your clients on a daily basis. Client statements, customer profiles and contracts, marketing materials, reports, systems documentation, sales results and more.

In most businesses today, documents account for 90 percent of customer communications and cost up to 15 percent of annual revenues (InfoTrends/CAP Ventures).

Fuji Xerox Global Services has numerous ways to slash your document handling costs, streamline processes and reduce wastage across your organisation. We can conduct a thorough document assessment to determine whether your document handling processes and systems work together to support your business outcomes as efficiently and cost-effectively as possible.

We can also review your printing and document handling infrastructure to ensure optimal placement of printers and multifunction devices to eliminate inefficiencies or overuse.

Through these and other strategies, we typically save our customers around 30 per cent of their document-related costs. Imagine what else you could do with that kind of money!

Really understand your clients

Today's investors are more sophisticated than ever before and expect to be kept well-informed about their financial situation and investment portfolio. Developing and maintaining high value relationships requires quality communication that is relevant to the specific needs of each individual.

HR consultant saves on costs and maximises use of print resources

Mercer Human Resource consulting decided to adopt a more strategic approach towards product procurement and required a solution that would manage its document equipment more effectively.

The challenge

Mercer had multiple makes and models of print, copy, scan and fax equipment. With 275 devices there was no standardisation of equipment and machines were being under utilised by staff who tended to only use devices they were familiar with. Their old print and copy machines were out of date and they had numerous models from more than eleven manufacturers. It was increasingly difficult, time consuming and costly to manage them.

The Solution

Fuji Xerox Global Services worked in conjunction with Mercer's IT department to assess requirements and draw up an action plan to smoothly implement an optimal solution.

"We chose Fuji Xerox Global Services because they had the knowledge and experience that best matched our requirements. What's more, with its DocuCare solution, Fuji Xerox Global Services was able to provide us with professional on-site support, something other vendors were not able to offer," said Sean Haley, Workforce Services Manager IT, Mercer Human Resource Consulting.

"What is significant about the Xerox Office Services (XOS) solution Fuji Xerox Global Services offers, is that by deploying its services and upgrading our entire fleet, there was no expensive outlay. This was key to Fuji Xerox Global Services securing the contract and we started to enjoy cost savings straight away." Sean added, "Our CFO is particularly pleased with the Fuji Xerox Global Services solution as we are saving a significant amount of money."

To increase consistency and improve reliability, Fuji Xerox Global Services replaces Mercer's many standalone fax, scan, copy and print machines with two models of multi-function devices and one standalone printer model. With this optimal solution Mercer now only needs 65 machines across all of its offices.

IT staff are also pleased with the new equipment and service. "IT staff can now concentrate on adding value with high-end support, rather than worrying about the day-to-day maintenance of print and copy equipment," concluded Sean.

Fuji Xerox Global Services offers a range of specialised design services to enhance the quality and impact of your communications. We will reduce the time taken to design and produce documents, lower associated costs and increase control over your brand usage. This will improve the quality and effectiveness of your visual messages.

One-to-one marketing has been identified as an extremely effective tool for customer retention. We can design applications to streamline the production of customised brochures, letters and other materials to meet your requirements. These can be used to create highly personalised communications that help to build customer loyalty and grow their value to the organisation.

Demonstrating compliance

The paper trail required to comply with stringent industry regulations can seem unending at times. Not to mention the number of trees sacrificed in the pursuit of effective governance.

Fuji Xerox Global Services can help you slash the costs associated with these critical functions with a sophisticated digital imaging and workflow solution.

Improving back office performance

When it comes to their printing and mailroom environments, most banks have little awareness of the true cost of operating and maintaining these assets. Fuji Xerox Global Services will assess,

optimise and manage your infrastructure to improve quality, reliability and availability. This will increase visibility of high cost areas and unnecessary wastage to help improve control.

Your back office is our front office. We offer a range of outsourced print management, maintenance, procurement and mail management services to maximise process efficiency and back office performance, all for a lower cost than doing it yourself.

Whatever your objectives with document management, process improvement and cost reduction, Fuji Xerox Global Services has the expertise and resources to help you achieve them.

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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