



# Xerox® Partner Print Services

Reduce costs and increase  
your office productivity

# Xerox® Partner Print Services helps you quickly build a cost-effective and productive managed office print infrastructure.

**Today, virtually every organization is searching for new ways to reduce costs and operate more efficiently.** That's why many are taking a new look at often overlooked areas: office printing, supplies, maintenance and service. Historically, this has been hard to control, as print expenditures tend to be spread across many different departments and multiple suppliers.

## **Improve efficiency and reduce costs by up to 30%**

As a market leader in managed print services, Xerox has the technology, resources and experience to drive efficiencies throughout your organization plus the guidance you need to build a managed print solution that aligns with your business objectives.

We will assess your current office print environment and make recommendations that will increase cost savings, improve your users' productivity, enhance security and promote environmental sustainability.

## **Cost Management and Control**

Xerox® Partner Print Services can help you:

- Streamline your company's office print operations and reduce print and copy expenditures by up to 30%
- Standardize your Xerox® and non-Xerox® office printer devices and support processes to drive productivity and enable consistent service level agreements
- Have a single, predictable monthly invoice for all your printer fleet, making it easy for you to manage your costs and assist in budget planning

## **The Xerox Approach**

Xerox® Partner Print Services takes a flexible and comprehensive approach to deliver measured and sustainable results year after year, supporting your current and future office printer fleet business objectives. Organizations can start with the management of their current multivendor office printer fleet or they may choose to immediately optimize their print infrastructure to accelerate all the benefits of a managed print service. You can choose the approach that best matches the needs of your organization.

### **Multivendor Printer Management— A managed service for your current printer fleet**

We can manage and support your existing office printing environment, including service desk, break-fix, service level agreement and supplies replenishment. The immediate benefits for you are:

- A single point of contact
- No capital investment
- Immediate cost savings on supplies and service (break-fix)
- Fewer invoices to process
- A clear view of your current costs, making it easier to manage and control expenditures

- Improved staff productivity
  - Your IT staff will receive fewer print related calls
  - Users will experience greater device uptime, resulting from proactive supplies and service monitoring

When you are ready, we can design and implement an optimized print environment.

### **Optimization and Ongoing Improvement**

This approach maximizes the potential cost savings and benefits of managed print by recommending an optimal print environment that includes consolidating the number and type of print devices. We will bring added value to your organization by evaluating your work practices and make ongoing recommendations in areas including mobile print, document scanning and faxing, and document management.

# Value Beyond Cost Savings



## Environmental Sustainability

Xerox and our partners can help you address your environmental sustainability objectives in many ways. We help you establish green print policies and find innovative ways to eliminate unnecessary office printing with procedures like automatic duplex printing and the digitalization of documents, all of which reduce your consumables and reduce your emissions. Additionally, we can lower your energy usage by deploying newer, more efficient devices that are Energy Star compliant with features that can reduce your product energy consumption and reduce waste with technology such as Solid Ink. Through the use of our assessment tools, we can provide information about your carbon emissions and power usage.



## Security

Xerox and our partners can help mitigate risk posed by potential security vulnerabilities. We protect documents from inappropriate distribution through data encryption and by controlling access at the device through user authentication. We help you track your assets and highlight any nonconformance of unauthorized devices added to your network. We also manage move/add/change requests and provide an audit trail for a secure document infrastructure. Your print data is secure with our ISO certification and 128-bit https encryption of externally transmitted data.



## Productivity and Availability

Our continuous monitoring and proactive support model for your Xerox® and non-Xerox® print devices provides a seamless integration between your office and IT environment, driving device uptime and output quality. Proactive break-fix services reduce calls to the service desk and free your IT staff and employees from the support process so they can focus on their core business. Real-time alert and response processes maximize the productivity of your contracted office output devices and the people who use them. Xerox® Partner Print Services takes time, energy and resources out of the office print management process.

**When you add it all up, Xerox® Partner Print Services allows you to gain control over your multivendor office printer fleet, reducing your total cost of ownership and increasing business and staff productivity.**

## Industry Recognition

Xerox is proud to be positioned as a leader in the Gartner Magic Quadrant<sup>1</sup> for Managed Print Services, Worldwide. We are equally honored to be recognized by IDC<sup>2</sup> as a leader in global delivery capabilities and Quocirca<sup>3</sup> recognizing “Xerox in a class of its own with a mature MPS offering that extends to BPO and ITO.” Additionally, Forrester<sup>4</sup> stated that, “Xerox continues to be poised to meet customers’ changing needs—extending to production center support, mobile solutions, IT outsourcing and integration and offerings.”

<sup>1</sup> Gartner, Inc. Magic Quadrant for Managed Print Services, Worldwide by Ken Weilerstein et al, October 25, 2011

<sup>2</sup> IDC recognized Xerox worldwide as a Managed Print Service provider that has consistent global delivery capability as a key differentiator (IDC Marketscape: Worldwide Managed Print Services 2011 Hardcopy Vendor Analysis by Holly Muscolino)

<sup>3</sup> Vendor Landscape: Managed Print Services by Louella Fernandes, Quocirca, March 2012

<sup>4</sup> Forrester Research, Inc., “The Forrester Wave™: Managed Print Services, Q2 2012” by Craig Le Clair, et al: May 10, 2012

# Streamline your office with our proven approach and delivery expertise.

## Comprehensive support for all your output needs



**Assess.** Expert consultants will review your current output services infrastructure and identify opportunities to improve performance, streamline operations and reduce costs.



**Design.** Working with your IT staff, our team will develop short- and long-range plans to improve print services management and enhance capabilities for your business.



**Implement.** Our team will deploy software, optimize hardware and establish best practices and training as needed, ensuring that your business maximizes productivity and cost-savings.



**Manage.** Using the same tools Xerox has developed for global enterprises, our team will automate print management, including troubleshooting and repair, supplies tracking and ordering, and usage monitoring.

## Reporting

Xerox® Partner Print Services provides comprehensive reporting to enable organizations to view operating performance, identify trends and see new opportunities. You can get standard reporting on your Xerox® and non-Xerox® devices, service level performance, print volume and managed services activities.

## Service Delivery Model

Xerox has successfully implemented services around the world, delivering customer satisfaction and measurable results. Our consistent delivery approach and experience provide a simple integration to your existing processes and a smooth transition to the new ways of working. We provide training and ongoing communications throughout the planned implementation. The combination of our professional people, delivery capabilities and well-staffed ITIL-aligned Global Delivery Centers delivers best-in-class end-user support for our clients and partners.

**About Xerox Services.** Xerox Corporation is a world leader in business process, information technology and document outsourcing services. Our unique combination of industry expertise and global delivery capabilities helps you reduce costs, streamline operational processes and grow revenue while clearing the way for you to focus on what you do best: your real business.

To learn more about Xerox® Partner Print Services, please contact your Xerox Representative or visit us at [www.xerox.com](http://www.xerox.com)

