

Xerox Corporation

BLI 2024 Smart Workplace Solutions Line of the Year Award



Xerox Corporation has won the coveted Buyers Lab (BLI) 2024 Smart Workplace Solutions Line of the Year Award from Keypoint Intelligence thanks to its...

- Unmatched portfolio of applications and services that can underpin an organization's digital transformation (DX) initiatives
- Award-winning intelligent document processing (IDP) and robotic process automation (RPA) workflow abilities to streamline common tasks
- Unique apps and cloud services that enable hardware to serve as a digital workflow hub and DX on-ramp
- Ability to serve needs of key verticals and integrate products into a continuum of solutions

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"In our annual study, Xerox improved upon its past award-winning showings thanks to continued advancement in key areas. Notably, the company can provide IDP and RPA workflow automation solutions to streamline common chores and free up knowledge workers for higher-value tasks," said Jamie Bsales, Principal Analyst in Keypoint Intelligence's Workplace Group. "Xerox also offers an unmatched portfolio of traditional document imaging software solutions along with unique apps and cloud services that enable its MFPs to serve as a digital workflow hub and DX on-ramp. These are just some of the reasons that Xerox has garnered this accolade six years in a row and a total of 10 times since 2014."

"Xerox is committed to helping our clients with their digital transformation efforts as they adapt to an ever-changing work environment," said Terry Antinora, Vice President and General Manager of Global Offering Solutions at Xerox. "Powered by artificial intelligence and analytics, we automate complex business processes to enable a productive work experience from anywhere."

Focus On the High-Performing Hybrid Workplace

Xerox's vision for its solutions portfolio is centered on enabling a productive, secure, and sustainable hybrid work environment. This necessitates a technology ecosystem that is cloud-native (when practical and preferable for customers) and partner-inclusive (rather than relying solely on offerings developed in-house). The company's technology stack encompasses core document imaging products complemented by advanced solutions and services that cover IDP, RPA, collaboration, analytics, business process automation, data protection and security, and more.

Putting It All Together

The Xerox solutions portfolio is just part of the equation. To ensure just the right fit for a customer's needs, a DX engagement can start with the deployment of the company's proprietary Workflow Mapping tool to identify inefficient business processes, while the Solution Design tool recommends alternative best practices. Moreover, many Xerox offerings fall along a continuum and can be connected and integrated as customer needs evolve. Many are also offered as a point product or on an as-a-service basis, offering greater flexibility and scalability.

Exceptional Portfolio

Here are some of the solutions that helped Xerox earn the BLI 2024 Smart Workplace Solutions Line of the Year Award from Keypoint Intelligence.

Xerox Workflow Central

Xerox Workflow Central is a collection of cloud-based, workflow-focused applications designed to streamline certain document and data capture processes—not only reducing the time to accomplish the task but also making it much more accessible to everyone within the organization, regardless of their location. The suite delivers an expanding roster of workflow apps that lets user convert files, redact text strings, translate documents to a host of languages, merge and summarize documents, and more. The latest addition, Workflow Central Protect, enables control over documents once they have left your organization by limiting access and tracking how many times the document has been viewed, and by whom. Another useful feature is the ability to automate any of the aforementioned workflows (merge excluded).



Xerox Workplace Cloud

The Xerox Workplace Cloud solution provides comprehensive authentication, accounting, and authorization features for complete cloud-based print management. But what sets it apart from most offerings are the significant advancements which have been made to automate and reduce the IT burden, eliminating repetitive tasks when managing print infrastructure including:

- **Print Queue Conductor:** Removes driver-related helpdesk calls with automated driver deployment for any brand of printer
- **Workplace Cloud Direct:** Supported on all VersaLinks and AltaLink 8100s, this feature integrates with Xerox's cloud service to deliver a true serverless infrastructure—no agents or on-premises middleware
- **Fleet Management:** Allows IT personnel to manage security configurations, firmware, and passwords remotely and in an automated way

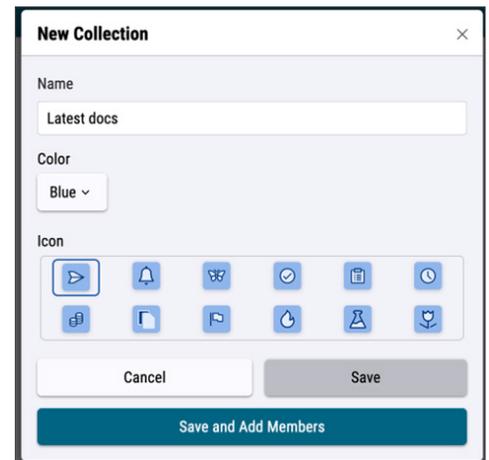
Xerox ConnectKey Apps

One clear differentiator is the unrivaled portfolio (more than 100 and counting) of Xerox ConnectKey apps. These Xerox- and/or partner-developed applications are accessed through the Xerox App Gallery, where they can be viewed, purchased, and installed at the touch of a few buttons. Designed to help streamline business processes and automate repetitive tasks for Xerox ConnectKey Technology-enabled MFPs or printers, some of the app highlights include:

- **Xerox Intelligent Filer:** Utilizes the power of AI to ensure that scanned files are saved to popular cloud repositories automatically named and filed, no matter who scans it
- **Xerox Summarizer:** Converts lengthy documents into concise summaries so it is easier to read and stay on top of tasks
- **Xerox ID Checker:** Instantly verifies critical documents (such as a driver's license, passports, and country IDs) to cut down on identity fraud
- **Xerox Connect for RMail:** Secure scan-to-email solution that complies with HIPAA and GDPR security requirements

Xerox DocuShare Content Management Solution Family

Xerox DocuShare offers three content management Solutions: Xerox DocuShare is the company's flagship content management and collaboration platform for managing complex information and automating the multifaceted business processes that surround it. DocuShare Flex enables businesses to manage documents, automate critical business processes, and provides advanced integration capabilities as well as multi-directional scalability. DocuShare Go, aimed at the smaller business or departmental group with less document-intensive processes, is an ideal solution for those that need a straightforward, easy-to-use platform that can organize, manage and support, secure document collaboration with internal and external users, and offers more basic document automation capabilities. Recent enhancements include updated mobile apps across the lineup as well as Digital Mail modules for DocuShare and DocuShare Flex, while DocuShare Go integrates open AI for new features, Summarization and Advanced Extraction:



CareAR Platform

The CareAR service experience platform equips field technicians with remote assist and self-solve augmented reality graphical guidance. Real-time graphical direction--shown in context over the actual device within the technician's standard smartphone field of view—makes service calls and training more effective and efficient. CareAR Assist lets a remotely located expert make annotations (which are anchored in place, even if the field worker moves their screen), highlight areas for focus, and provide other visual direction. Customers can also use the solution to ask for help via an immersive visual engagement that increases remote solve rates and enhances the service experience. CareAR Instruct is a remote digital twin with AR application that simplifies knowledge transfer, training, support, troubleshooting and maintenance tasks. CareAR Instruct provides service technicians and IT professionals with the ability to create and interact with step-by-step visual guides through smartphone or tablet.

XMPie Suite

This unique customer communications management (CCM) platform seamlessly connects to databases to generate personalized multichannel marketing campaigns and other business communications. Messaging is synchronized across all channels (not just print), and the suite delivers a host of content creation and management tools to help businesses create and manage effective direct marketing and cross-media campaigns.

About Keypoint Intelligence

For over 60 years, clients in the digital imaging industry have relied on [Keypoint Intelligence](#) for independent hands-on testing, lab data, and extensive market research to drive their product and sales success. Keypoint Intelligence has been recognized as the industry's most trusted resource for unbiased information, analysis, and awards due to decades of analyst experience. Customers have harnessed this mission-critical knowledge for strategic decision-making, daily sales enablement, and operational excellence to improve business goals and increase bottom lines. With a central focus on clients, Keypoint Intelligence continues to evolve as the industry changes by expanding offerings and updating methods, while intimately understanding and serving manufacturers', channels', and their customers' transformation in the digital printing and imaging sector.

About BLI Line of the Year Awards

Line of the Year Awards salute the companies that provide a broad range of hardware or software and whose products consistently performed above average throughout testing. Much consideration is also made by Keypoint Intelligence analysts and technicians in areas such as ease of use, features, and value, across an entire portfolio for that product area, with the end result being the most prestigious Buyers Lab Awards offered.



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