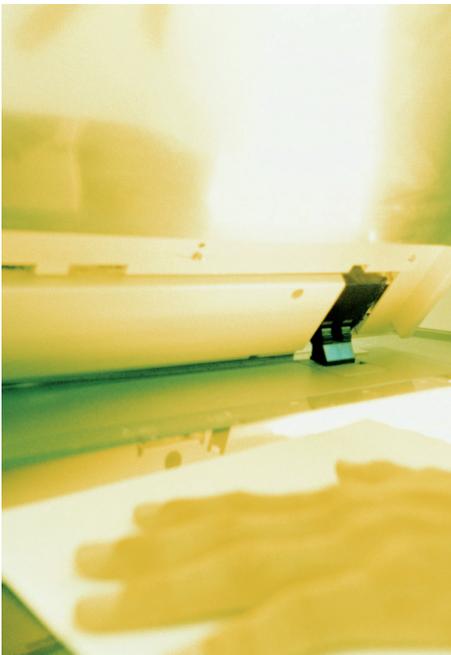




Better Service, Reduced Cost

Technology Company Transforms Print Strategy



A leading global technology company and Canon Business Process Services (Canon) client was experiencing cost and performance issues resulting from a sub-optimal print strategy. The organization turned to Canon to implement a roadmap for transformation designed to reduce costs and improve service levels.

THE CHALLENGE

The technology company realized that its print strategy needed an overhaul due to several challenges:

- + outdated analog print, copy and fax devices, and digital devices that were not connected to a network
- + performance setbacks and technical issues that were not being resolved on a timely basis
- + significant underutilization of the company's multivendor equipment fleet which resulted in such issues as 75 cpm equipment running low volumes of 10,000 pages per month

The company began searching for a new document services partner that could effectively solve these and other issues. Key requirements included a commitment to superior quality and customer service; and the ability to provide advanced technology and best-in-class operational excellence.

At the time, our client had limited experience with Canon, as we managed a small group of 120 of their

devices at a single location. However, Canon had built a strong reputation based on its track record of responsiveness and integrity. After an extensive RFP process with eight global competitors, including the ten-year incumbent, our client selected Canon to manage the fleet of its largest division.

THE SOLUTION

After taking over the division's fleet management services, Canon developed and implemented a best-fit print strategy that aligned the company's business requirements with underlying document processes.

Utilizing our proprietary methodology, DNA (Document Needs Assessment), we delivered a roadmap for transformation. This included an in-depth on-site analysis at eight locations nationwide, reviewing volumes, software applications, power, user requirements, workflow, and a 360-degree view of the work-groups and facilities. Based on the results of our analysis, we recommended a series of improvements. The flexibility of our approach allowed for

As word began to spread, other divisions began outsourcing fleet management to Canon Business Process Services.

a minimally disruptive, smooth transition providing increasingly higher levels of productivity and cost savings over time.

First, we replaced approximately 1,000 devices in one division with 440 multi-function devices for a 56% consolidation of assets.

Because Canon is the leading global supplier of wide-format products, we were able to meet our client's business requirements for engineering drawings, schematics, posters, banners and other applications by installing 75 wide-for-format devices. Our solution also included introducing software technology to improve business productivity. The scan-to-email, scan-to-desktop, and scan-to-FTP options emerged as valuable document management processes.

Our dedicated call center and asset-management employees work together to maintain an optimal print environment, while reducing costs and managing service level agreements and key performance indicators.

In order to build on the success to date, our client plans to move forward with

more aggressive cost-saving plans that include migrating desktop print volume to multifunction devices and reallocating color capability where appropriate. We have also been asked to perform a DNA analysis for nationwide document processing centers.

THE RESULT

Reduced Cost: Our client reaped immediate benefits that included a reduction in costs across all areas of implementation. As a result, the client has asked us to expand our operations.

Improved Service: Our client's employees have reported substantially enhanced service levels. They find that Canon is more responsive to their needs than their previous document services partner and describe their interactions with our call center as pleasant experiences.

Word of our success is spreading rapidly as other divisions begin to outsource fleet management to Canon Business Process Services.

ABOUT CANON BUSINESS PROCESS SERVICES, INC.

Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., offers managed services and technology for information and document management, business process outsourcing and specialty workforce services. We help clients improve operational performance while reducing cost and risk. Canon Business Process Services has been named a Global Outsourcing 100 Leader by IAOP for the past eleven years and recognized in the Gartner Magic Quadrant for Managed Print and Content Services for five consecutive years. We have also been acknowledged by CIOReview magazine as a "20 Most Promising Legal Technology Solution Provider." Learn more at cbps.canon.com and follow us on Twitter @CanonBPO.