

unleashing potential

Working closely with clients to discover the hidden potential for document process improvement.

Driving Performance Through Document Process Management

serge.beraud@xerox.com

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Agenda



- **Introductions**
- **Xerox and Xerox Global Services**
- **Driving Performance Through Document Process Management**
- **Conclusions & Summary**

Xerox | Xerox Global Services

Xerox Innovation Group



Xerox Office Group



Xerox Production Systems



Xerox Global Services



Xerox Corporation	2004 Worldwide
Revenue	\$15.7BN
Profit	\$859 M
Earnings	\$0.86 per share
Cash balance	\$3.2 BN
R & D Innovation	\$760M (5% Revenue)
Employees:	58,000

Xerox Global Services



Xerox Global Services	Worldwide	Europe
Revenue:	\$4.0BN	\$600M
Employees:	15,000	4,000
Contracts:	7,000	1,200
Countries	50	17

Xerox Global Services

XEROX® GLOBAL SERVICES

We offer a broad portfolio of services including consulting, systems design and implementation, strategic outsourcing and process management.

Vision

We will be the leading innovator in the outsourcing of document activity and the transformation of document-intensive business processes. SM

Value Proposition

- **Deliver cost savings and efficiencies through outsourced document services**
- **Deliver improved process effectiveness through outsourced document processes**

The Importance of Documents

- **82% of organisations say documents are critical to the successful operation of their business**
- **70% of executives claim that the delay in updating documents in line with business requirements would make their organisation less agile**
- **Documents consume up to 50% of IT budgets**



What do Documents do ?

Support processes

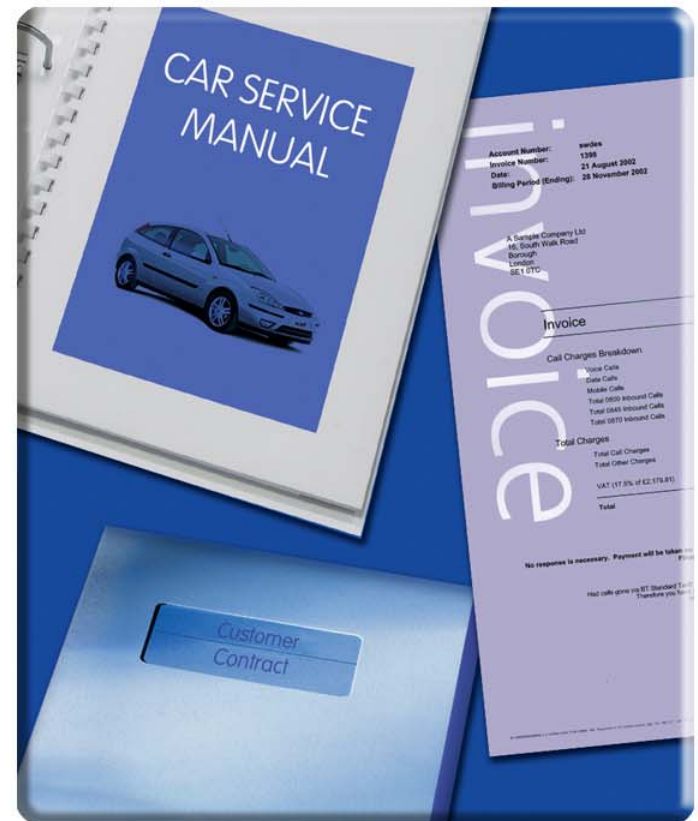
Finance & Accounting, Credit Card Applications, Forms

Support products

Mobile Phone User Manuals, Car Service Manuals

Are a product

Customer Contracts, Insurance Policies



What is a Document?

“A Document is a container that structures information for human processing...”

*Anne M. Mulcahy, Chairman of the Board and CEO
Xerox Corporation*

In an IDC survey of European Companies*, the following were considered “Documents”:

- 83% - Faxes
- 78% - E-Mail
- 76% - Electronic Files (Word, PPT, etc)
- 48% - Web Pages
- 46% - Multimedia Files

“Documents” today are more than merely pieces of paper in filing cabinets and in-trays...

The Cost of Documents

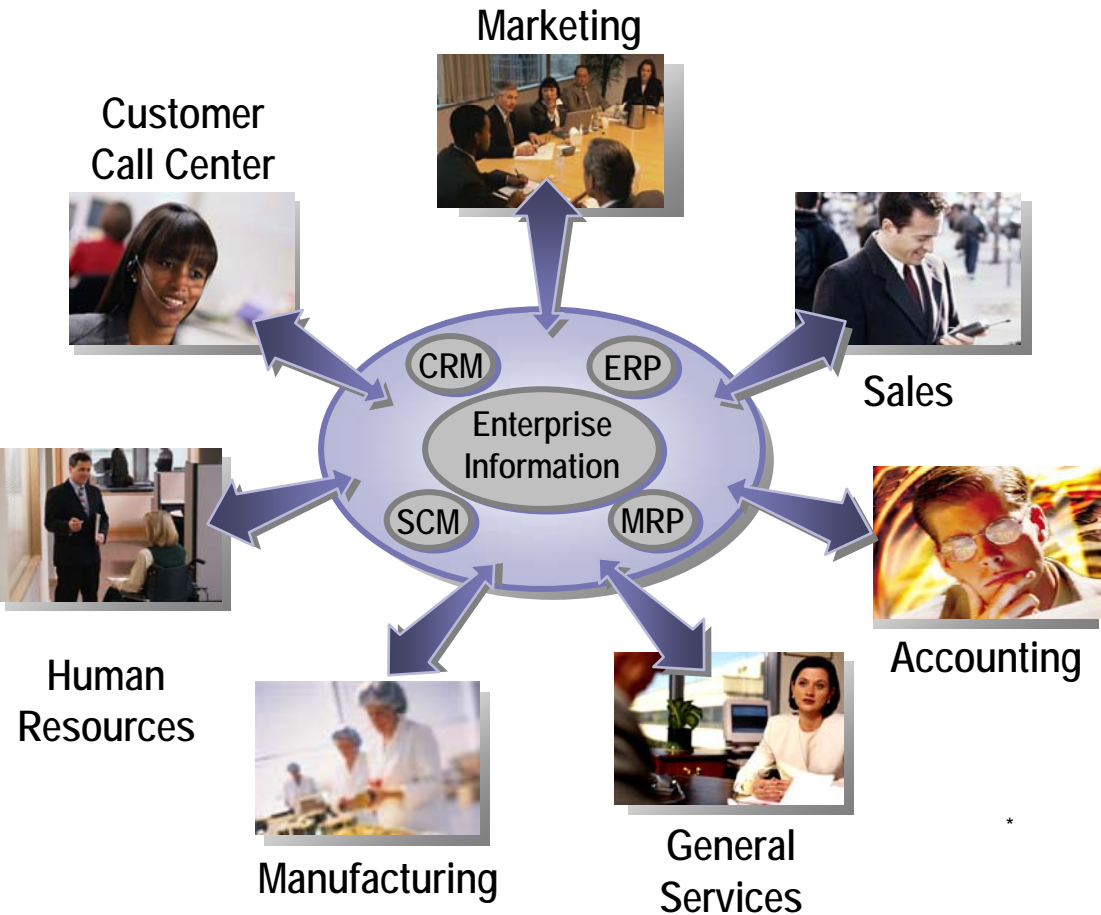
**If you can't measure it,
you can't manage it!**

- **90% of companies do not track how much they spend on producing and maintaining documents each year***
- **But research shows that the average cost of documents to a company is 5–15% of revenue***
- **If you don't know the cost, how can you allocate a budget?**
- **Who's budget centre pays for it?**

* Source: IDC Survey & White Paper – “Documents - The Life Blood of Your Business?”, 2003



Document Intensive Business Processes



- **Traditional focus on Cost Down**
 - **Operational Effectiveness**

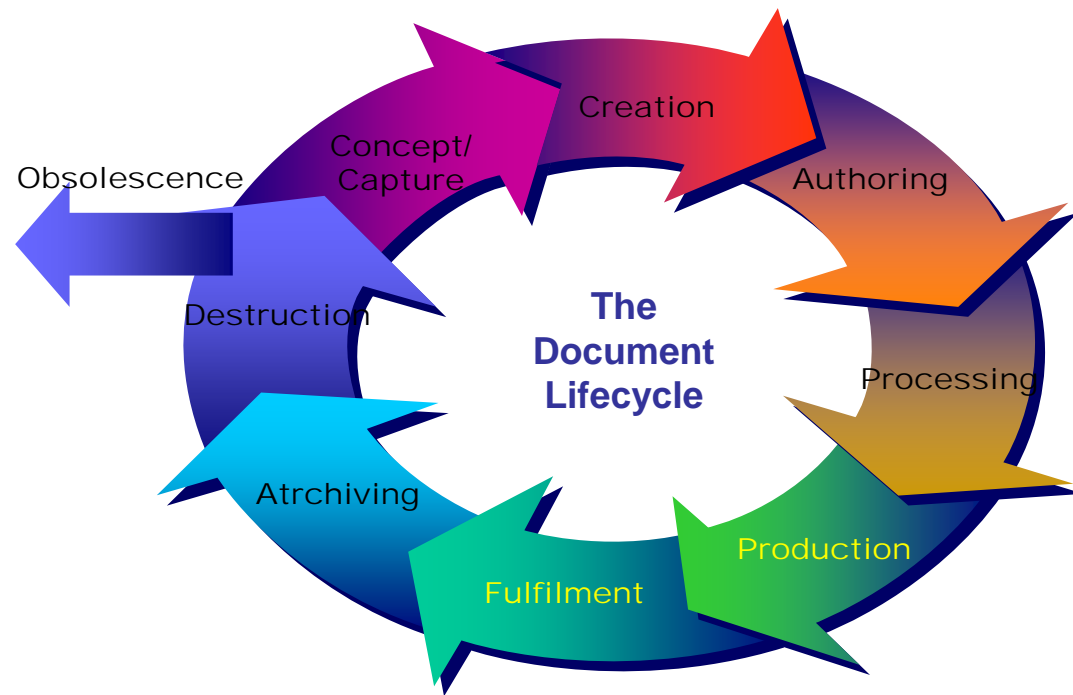
- **Challenge is to achieve this with Value Add**
 - **Process Improvement**

- **Information & documents are intrinsically linked to your core business operations**

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What is Document Process Outsourcing?

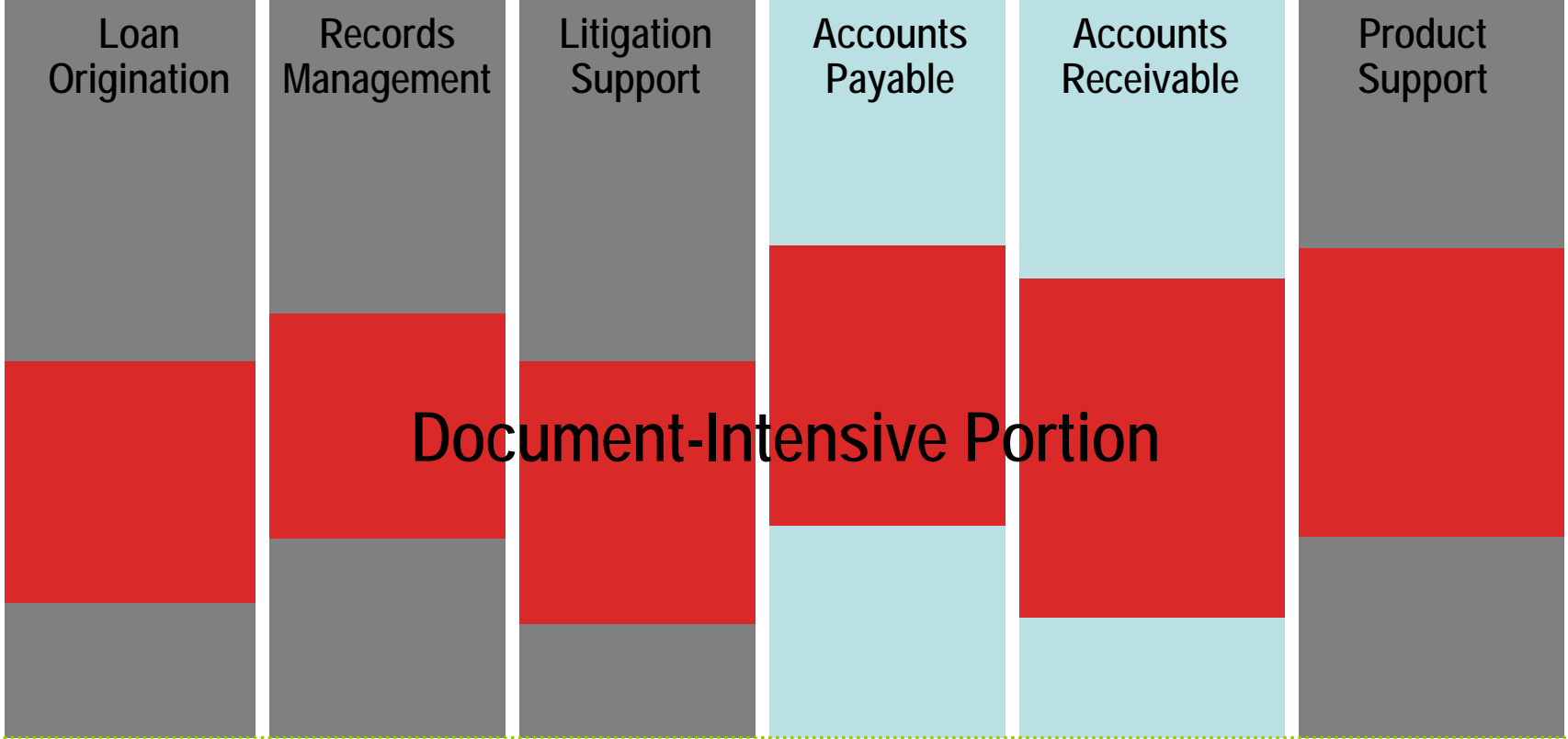
“**Document Process Outsourcing (DPO)** is the assignment of an entire document-intensive business process to an external provider”



* Source: Infortrends /Cap Ventures (January 2005)

Document Process Outsourcing & BPO

Business Processes



Document-Intensive Portion

Savings opportunity (€)

Do you know the cost of documents in your company?



Savings opportunity (€)

Do you know the cost of documents in your company?



Documents and Business Processes

Process Improvement

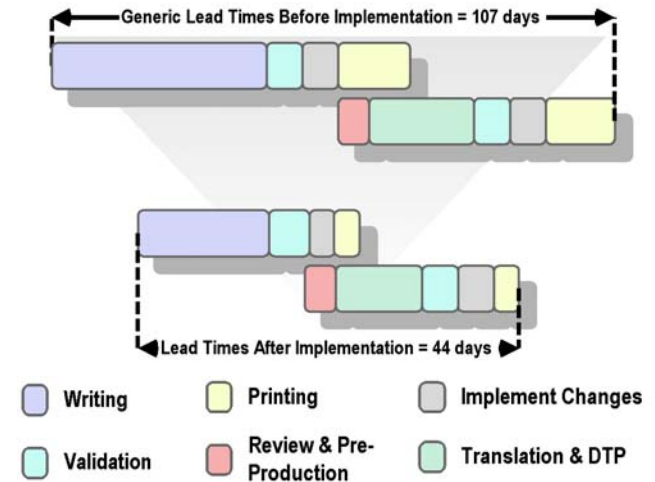
Process breakthroughs from :

- Automation and Process Improvement
 - reduce overall time
 - remove redundancy/improve efficiency
- Quality Improvement
 - less errors and in control

Reducing Transaction Costs

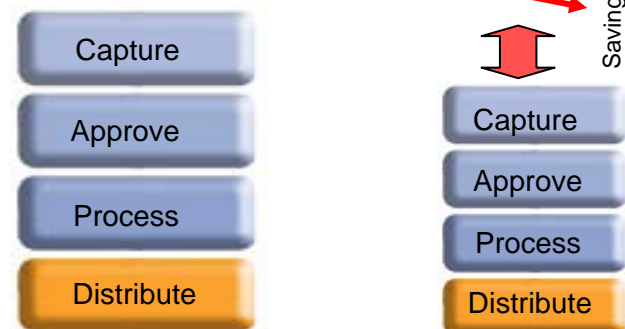
Cost breakthroughs from :

- Work Task Improvement and Automation
 - complete tasks faster
- Task Cost Reduction
 - undertake work at lower cost



Areas of Spend

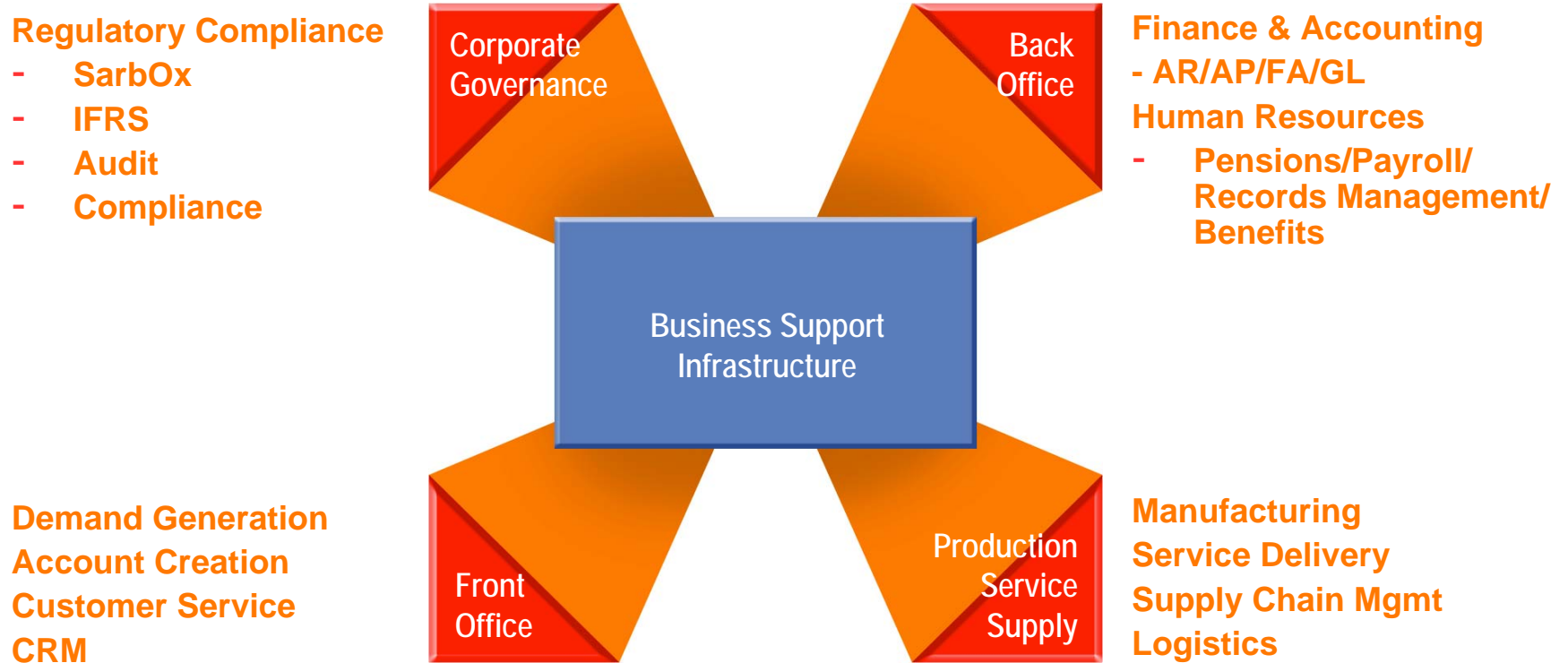
Reduced Transaction Costs



Documents are a major process improvement opportunity

Examples of Processes Suited for DPO

Typical Corporate Functions



Customer Facing Document Processes

- Inbound & Outbound customer-facing documents
- Includes design, creation, fulfilment, inbound capture, processing & servicing, archiving
- Example: Client Account Creation & Servicing
 - Account activation services
 - New enrollment communication
 - Multi-channel delivery of statements, and other account documents
 - Customer service call center



Technical Documents

- Creation, management, and fulfillment of technical documents
- Includes design, translation, print production, hosting, call center, e-distribution, archive
- Example: production and management of technical service bulletins
 - Maintain central repository of service bulletins
 - Manage distributed print production of bulletins
 - Provide multi-channel delivery to multiple geographies in multiple languages



Front Office & Supply Chain: Best Practice Examples

Automotive

Glovebox Manuals

Reducing time to market
for 17 technical
documentation types

Cost control and
managing multiple
suppliers

90% reduction in time to
market for Workshop
manuals, Training
documents and
Technical Service
bulletins

Ford of Europe

Consumer Finance

Credit Card Applications

Daily quantity of 20,000
applications per day
Integrated into CRM
System

SLA for turnaround of
documents within
hours

Need to provide
answers to 80% of
customer queries first
time

**Major Finance
Provider**

Telecommunications

Electronic Mailroom

Cost reduction of about
35-40% & reduction of
the agent response time
of 15-20%

Level of automated
classification of
incoming documents
from 30% to 76%

Improved response time
in invoicing, email,
customer
communication

Cost reduction in all
mailroom- and agent
services

Bouygues Telecom

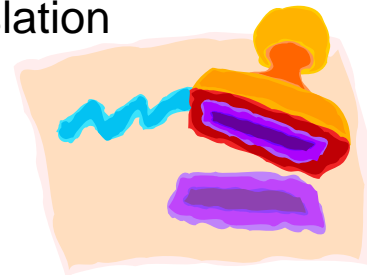
Marketing Communications

- Management of marketing communications document lifecycle
- Includes design, translation, production, hosting, call center, e-distribution, archive, and fulfillment
- Example: customer collateral production and fulfillment for distributed sales channel
 - Translation services
 - 1-to-1 marketing programs
 - Advertisement and media buying services
 - Customer call center
 - Print On Demand



Regulatory Compliance Documentation

- Management of document processes to ensure compliance with regulatory requirements
- Includes scanning services, quality controls for data accuracy, electronic submissions & presentment, content management, archiving, fulfillment, legal advisory services
- Example: meeting government-mandated timelines
 - U.K. law mandates specific timelines for delivery of documents to constituents (e.g. birth certificates, etc.)
 - Many legacy paper documents stored without clear organization
 - Service provider organizes and catalogs the documents, digitizes as necessary, and meets strict metrics of the records access legislation



Financial Accounting & Invoicing Processes

- Facilitates the accurate and complete capture, reporting, and archiving of financial information
- Includes capture, processing, exception management, output, hosting and retrieval
- Examples:
 - A/R Dispute Resolution Management
 - A/P Invoice and Proof of Delivery Matching Management
 - T&E Management
 - E-invoices exchange platform



Back Office & Governance: Best Practice Examples

Industry Product Manufacturer

Shared Service Center

150.000 Invoices / year
39.000 Suppliers
**3 way Matching: PO,
POD, Invoice**
**Operational since
09/2003**
European roll out

Atlas Copco

Power & Automation Manufacturer

Invoice processing &
hosted services

10 million POD/year
In production since 2002
**POD Scanned on 2 XGS
production sites**
**Document guaranteed
availability 8 hours**

ABB

Financial Services

Anti-money Laundering

1 million documents
**Off site Capture and
indexing**
**Upload into customers
database**
**Supports anti-money
laundering legislation
and compliance**
**Improved customer
relations**

Brewin Dolphin

Our Methodology



Throughout the Xerox Global Services methodology we have adopted the Lean Six Sigma approach

Thank You for your Time!