

Fuji Xerox Ups Productivity With Document Digitisation At Flextronics Hong Kong

A comprehensive, straight forward and efficient solution

At A Glance

The Challenges

- Inefficient work processes in the sharing and distribution of documents in hardcopy and multiple file formats
- High operational costs in order handling, billing and maintenance of devices
- Time-consuming tasks wastes precious man hours in document processing

The Fuji Xerox Solution

- Document digitisation and monitoring tools facilitates information sharing
- Effective tools for management control
- Faster devices with greater functionalities

The Results

- Increased efficiency with enhanced security
- Cost savings and a better working environment
- Satisfied employees and improved productivity

Established in 1969, Flextronics is a leading Electronics Manufacturing Services (EMS) provider, focused on delivering complete design, engineering and manufacturing services to both multinational and regional OEMs.

The Challenge

For Flextronics to maintain its lead in the global market, providing good customer service is critical. To do so, efficient coordination, timely information sharing and communication within the company are essential.

At Flextronics Hong Kong, fundamental tasks such as scanning, printing and faxing were time-consuming and inefficient. The slow information process was a key concern for effective customer service.

- **Inefficient Workflow.** Everyday, the company requires orders to be processed and information to be accessed internally and externally. Unfortunately, options for scan formats on existing devices were limited to the TIFF format. Information flow became slow, was labour intensive and resulted in paper wastage, as staff had to make multiple copy printouts, which were then physically distributed and filed, utilising valuable storage space. Furthermore, the lack of sharing tools made it impossible to share private information with specific users.
- **Operational Costs and Admin Issues.** Administrative and IT departments, had to take time away from core responsibilities to maintain and manage existing devices.

Much effort was required to maintain the updated mailbox address book and scanning programme for each device and user. Furthermore, the company's hard-copy archives took up 1,000 sq ft of storage space. This, including the 37 existing bulky devices, presented a problem in the new office's smaller space.

- **Man-hours Wasted.** The slow processing speeds of the scanning and printing devices were clearly inadequate for Flextronics Hong Kong's workload. Document processing time was frustratingly long and time was wasted on waiting. Users had to physically wait in front of fax devices as fax outs had to be in hard copies. Certainly, the time spent waiting in front of the office machines could have been better employed in other business operations.

With the impending relocation of the Flextronics office where space reduction will be significant, the need for an all-inclusive solution that offers friendly yet effective changes was of immediate concern. Furthermore, employees needed to be convinced with the changes to help achieve higher productivity, waste reduction and ensure better-managed cost and space

The Solution

To address these concerns, Flextronics Hong Kong turned to Fuji Xerox for a customised solution. Fuji Xerox performed a work area assessment analysis for asset consolidation. It was then decided that a combination of DocuWorks software, ApeosPort (Multifunction Devices) and other document management software would solve the company's prevailing issues.

- **Creating A More Efficient Workflow.**

With DocuWorks, users could scan, edit and manage a variety of file formats easily. Paper documents were significantly reduced as soft copies were easily archived and retrieved from the folder. Staff no longer wasted valuable time and paper printing multiple copies and manually distributing them. With fewer hard copies in circulation, there was also more storage space available.

The incorporation of a secure print function also ensured security when printing confidential documents. At the same time, usage profiles could easily be monitored for cost management purposes.

- **Lower, More Visible Operational Costs.** Fuji Xerox's document management solution also included a simple user-monitoring tool to provide more transparency in operations costs. The Admin department could now easily monitor and record usage with ease. A relief for the department, the company no longer needed 37 devices for their daily operations. With fewer devices and Fuji Xerox as a single vendor, billing was made easier. An all-inclusive contract ensured that there were no hidden costs, allowing operation cost to be more effectively managed. Maintenance of settings also became less tedious with clone setting, allowing IT support to update several multifunction devices with identical settings via one machine.

- **Speeding Up Processes.** Faster speeds and bigger disk space meant that scanning and printing times were now significantly shorter. E-Faxing with the ApeosPort and thumbnail previews of incoming faxes on the DocuWorks software further eliminated wastage in time and efforts and facilitated fax distribution. Precious man hours saved could then be employed in other productive business operations.



The Results

Upon implementing Fuji Xerox's document management solution, Flextronics Hong Kong has seen an overall improvement in their daily operations. The proposed solution, with the purposeful introduction of the use of DocuWorks has also resulted in cost reduction and more effective manpower and resource utilisation. Document generation and operational workflow are greatly enhanced and DocuWorks has freed up valuable office space. Where staff were initially reluctant to adopt new technologies, the easy-to-use Fuji Xerox document management solution has encouraged employees to utilise the new ApeosPort.

- **Increased Productivity.** The ability to manage hard and soft copy documents in one single DocuWorks format helps reduce search time and the necessity

for printouts. With secure e-filing, e-searching and e-distribution, less time is wasted on tedious processes and retrievals. Without the need to deal with labour intensive document processing, employees' productivity have increased, enabling them to spend more time creating solutions that meet their clients' needs.

- **Cost Reduction.** Security printing provides clear usage volume and minimises wastage while the ApeosWare Easy Admin Software helps monitor usage and enables efficient cost management. Cost savings have been significant, decreasing the machine to man ratio from 1: 4.3 to 1: 11. The use of the ApeosPort and DocuWorks software reduces office clutter and frees up more physical office space. The introduction of DocuShare software for large filing system

The Fuji Xerox Answer • Fuji Xerox MFDs

- DocuWorks • ApeosWare Easy Admin
- consultancy

will give Flextronics Hong Kong even more space in the new office

- **Enhanced Work Environment.** Staff are happier and more productive now that waiting time has been reduced due to faster performance in ApeosPort devices. Scanning can be done more quickly and at a higher volume. As ApeosPort devices can scan, edit and save documents in a variety of formats, information sharing is now made easier; employees now enjoy a better work environment with the enhanced tools and multifunction devices.

For more information or detailed product specifications, call or visit us at

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