

Improving Support Resolution and Customer Satisfaction with Regional Solution Support Centre



“Printing in a legal firm is a business critical service and we appreciate having the direct contact to the Fuji Xerox Regional Solution Support Centre (RSSC) and access to technical expertise that have a deep understanding of the solution implemented in our environment.

Rather than having our calls being routed to a call centre, we are now able to get immediate technical support services that help reduce the time to resolution.”

-IT Manager

The Situation

One of Singapore’s largest law firms provides a large portfolio of legal services including dispute resolution services. The company prides itself in having over the years consistently been ranked best in class largely due to an unrelenting commitment to delivering the highest caliber of professional service to its clients.

Maintaining a strong focus on customer satisfaction, the company recognized a requirement for an imaging solution to help the staff to digitize their hardcopy documents and allowing quick retrieval of these electronic documents as and when their customers need them. This was further compounded by the shift to a new office premise with less available space allocated for physical document storage. The challenge was therefore to identify a solution that could improve space efficiency and increase staff productivity in the archival and retrieval of documents.

The company also identified an opportunity to consolidate their printing fleet consisting of more than 200 single-function devices. Doing so would result in better management of their document output, achievement of their cost-recovery and environmental conservation goals by reducing paper wastage.

The Solution

The company partnered with Fuji Xerox to develop and implement a customized imaging solution to automate the process of document archival. A customized, first in the industry ‘crawler’ or search solution was also jointly developed with the company to speed up the search and retrieval of electronic documents, producing a significant improvement in staff productivity. The time taken to locate and retrieve a document was successfully reduced from 2 hours to only 15 minutes. Expensive floor space required for storing hardcopy documents was also further reduced by 20%.

Fuji Xerox also helped streamlined and optimized this company's existing fleet of printing devices, reducing the total number of printing devices by close to 80%.

Equitrac, a cost-tracking and recovery solution, was implemented to manage the print output and reduce print wastage.

Providing Value-Adding Support Services

Recognising the critical importance of print capability in a legal firm, downtime due to device failure has to be minimised, better yet eliminated. Understanding this business need, Fuji Xerox worked closely in partnership with the company's IT team to implement a comprehensive solution support plan for them.

A further requirement was that Fuji Xerox had to be the single point of contact and take ownership for all support issues removing the need to work with multiple 3rd party product vendors.

So how did Fuji Xerox Regional Solution Support Centre (RSSC) team deliver value-adding support services? Firstly, the customer could establish a web chat session, connecting them with highly experienced technical solution specialists in the RSSC.

The customer's customized solution was replicated in the RSSC lab so that the root cause of any issue faced can be quickly identified with existing deep understanding of this company's environment.

Pro-active and pre-emptive strategies were also developed and implemented to enable the monitoring of the solution availability and maintenance of solution uptime.

Technical account management was key to the success of ensuring the fit of support services with the company's needs. The Fuji Xerox Solutions Quality Principal meets with the company's IT Manager quarterly to review and report Fuji Xerox support availability, outstanding issues and escalation and resolution execution, further enhancing the management of all support issues and providing a piece of mind to the company.

The Clear Benefits

By providing direct access to the technical experts in RSSC and streamlining the standard support process, the company experienced a significant improvement in support response time.

Notably, issue resolution had also been further reduced by having access to the technical experts with the ability to diagnose and resolve issues using the replicated customer solution in the RSSC lab.

At a Glance

The Support Challenge

- Print service is a critical business service
- Customized solution implemented involved 3rd party vendors and complicated the support process

Fuji Xerox Support Solution

- Fuji Xerox Regional Solution Support Centre (RSSC) provided the single point of contact for all support issues
- IT manager can email or engage in web chat with technical expert from RSSC
- Company's customized solution is replicated in RSSC lab
- Pro-active and pre-emptive strategies
- Technical account management

Benefits

- Improves print uptime – a mission-critical service
- Service level agreements (SLAs) are met through regular updates and reviews
- Time to response and resolution are reduced

About Fuji Xerox Singapore. Established in 1965, Fuji Xerox Singapore is the country's leading provider of new class document solutions. We offer an unparalleled portfolio of document technologies, services, software, supplies and document-centric outsourcing. Supported by an unrivalled team of industry leading professionals, we are committed to help our customers achieve increased productivity and process efficiency gains through innovative document solutions, while meeting their sustainability objectives and reducing costs. **For more information, please visit us at www.fujixerox.com.sg**

Fuji Xerox Regional Solution Support Centre (RSSC) is an Asia Pacific based solution support centre. The centre is capable of providing customized and value-adding support services for our customers on account of the advanced technical skills, monitoring and support tools, multi-lingual language support (7 languages) and problem management experience. For more information, please visit us at www.fujixerox.com.sg/rssc

