FUJI Xerox

Global Manufacturing Firm Improves Print Uptime through Regional Solution Support Centre

"We run a highly complex datacenter supporting all regional offices in Asia Pacific out of Singapore. The core function of our IT team is to enable business to run smoothly and effectively – and printing is a key, mission-critical function required by all our staff. Our partnership with Fuji Xerox RSSC has allowed us to maintain print operation uptime without hassle and their professionalism has helped us saved a lot of productive time."

- Datacentre Manager

Background

The company is a world leader in healthcare, lifestyle and lighting solutions. Employing some 122,000 employees globally, it operates in more than 100 countries worldwide.

As a ground level investor in Singapore, the company has helped build the world class infrastructure and technology base that Singapore has today. The company headquarters its regional operations and competence centers for the Lighting, Healthcare and Consumer Lifestyle sectors in Singapore.

Managed Print Environment

In 2010, as part of a global initiative to improve the effectiveness of the company's office print environment, it signed a global contract with Xerox and Fuji Xerox to outsource their print environment and implement a cost tracking solution within their print infrastructure. The key driver behind this decision was to improve print efficiency and significantly reduce paper wastage in offices around the world.

This delivered solution comprised a variety of MFDs (Multi Function Devices), card-readers and a large global deployment of Equitrac solution to meet the print management and cost recovery requirements. The solution was designed as a distributed service with core servers centrally located in the company's datacentre in Singapore and approximately 50 print servers deployed across different offices regionally.

Global project management was required from the company as well as Xerox and Fuji Xerox to coordinate the scope of work and aligned the required activities being performed by a number of other outsourced vendors working in the company's IT environment.

The Challenges of Ensuring Print Uptime

As a multi-national company, this company runs a highly complex datacentre environment and as observed in other large scale environments, it is common for some non-core IT functions to be outsourced allowing the internal team to focus on serving the business needs of the users, without risk of service degradation from the outsource service providers.

The socialisation and integration of any global solution with existing IT systems and infrastructure does not proceed without complexities and challenges. The complexities of the implementation in this company were further amplified on account of the number of parties engaged in the implementation of the solution. These included 3rd party IT vendors and the current IT helpdesk service provider. The team also had to accommodate the different time zones and language support requirements in the Asia Pacific region.

On account of the tight collaboration that existed between the company and Fuji Xerox during the implementation of the solution and the deep understanding of the company's environment that was formed during this period, the Fuji Xerox Regional Solution Support Centre (RSSC) is able to quickly investigate and troubleshoot the root cause of the problems and assist the company's datacentre team resolve the problems quickly, and minimising any business downtime.

Broad, Significant Benefits

The carefully designed and comprehensively documented support model, the data and analysis provided by the Fuji Xerox RSSC team, has helped save the company's datacentre team significant time that would otherwise have been spent on troubleshooting rather than resolving the issues with the relevant outsourced vendor.

The RSSC is currently providing the company the best in class service delivery throughout the Asia Pacific region on account of the advanced technical skills, monitoring and support tools, multi-lingual language support (7 languages) and problem management experience.

The comprehensive documentation of the environment, together with the close relationship established between teams have enabled better knowledge transfer of the print solution amongst the company's datacentre team, Fuji Xerox and the other outsourced vendors.

Getting There and Moving Forward

The support services required to support a mission critical service of this scale on a global level are complex and require a careful planning and orchestration.

The preparation of the service delivery team commenced prior to the services of Fuji Xerox being contracted by the company. Once an account is identified for transition to RSSC for ongoing solution support, a Principal is assigned who using rigorous process is responsible for delivering a solution support design and strategy measureable against specific service SLAs to ensure that the client's expectations are both understood and operationally achievable.

This process is supported on account of the fact that Fuji Xerox has a solid understanding of the environment, solution, business processes, stakeholders, and other business partners, prior to designing a support solution. A rigorous focus is placed on ensuring the team is trained on all aspects of the customer's solution, including business environment, and any customisations.

A Fuji Xerox Principal assigned to the company ensures that the team is satisfied with the solution implemented and that the service continues to meet SLA threshold requirements. These discussions are conducted through regular service reviews with the company's datacentre team.

Achievement of operational SLAs is but one side of the story. Customer experience and satisfaction is also closely tracked by providing the company with an opportunity to provide feedback for each case. Overall customer satisfaction forms part of the regular review with the customer.

Post go-live and the completion of the transition from delivery to support, the RSSC takes full ownership of the solution to ensure optimum performance and minimisation of downtime of business processes. Downtime is significantly reduced through having a dedicated Problem Manager for high business impact issues. The team also fully utilise relationships to coordinate at local, regional, and global levels. The customer is given direct access to RSSC highest level of expertise (in this case, the Equitrac experts within RSSC) and regular updates to key stakeholders are conducted.

At a Glance

The Challenge

- Project management and coordination of implementation on a global level and highly complex datacentre with several IT functions outsourced to different vendors
- Data not readily availably for troubleshooting
- Support and accommodate the different time zones and language support in the Asia Pacific region

The Fuji Xerox Solution

- Fuji Xerox Regional Solution Support Centre (RSSC) provided the comprehensive support services and helped the company troubleshoot the root cause of the problems quickly and without hassle
- Carefully designed and comprehensively documented support model to transfer knowledge effectively between outsourced vendors and users

The Benefits

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

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**

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