

Xerox Document Centre

Another smart company taking office
productivity to the next level



Honeywell

Client Profile

Founded in 1885, Honeywell traces its beginnings to an innovative device that eventually became the world's most popular thermostat. For over a century, Honeywell has been the world's leading provider of control solutions for buildings, homes, industry, and aerospace. Today, Honeywell is a \$24 billion global enterprise, specializing in diversified technology and manufacturing – from aerospace systems that enhance flight safety to consumer products such as spark plugs, brake linings, carpet fibers, and nylon resins.

The company employs 125,000 people in 95 countries and operates hundreds of facilities throughout the world. Honeywell's "Six Sigma" manufacturing strategy involves a continuing effort to capture growth and productivity opportunities more rapidly by reducing defects and waste in all of its business processes. It was this philosophy that drove the company to explore using web based technology for a more cost-efficient and productive way to produce and manage its enormous volume of sales, marketing, and engineering documents.

The Challenge

Honeywell's challenge was quite visible – eliminate stacks of thousands of different product, marketing and engineering materials that were created and stored in a multitude of the Honeywell locations. "People didn't even know what was available to them," says Joanne Disario, Manager of the Printing and Services Center. "Useful documents were stockpiled all over the place."

Improving access to those documents was only part of the challenge. The other was cutting the huge costs of printing, storing, and shipping them, as well as reducing order fulfillment cycle time. The Printing and Services Center produces 125 million impressions per year. "Not only do we print materials, we fill the orders for them. So we had a 12,000 square-foot warehouse filled with documents ready to ship," explains Disario. "We would print and store skids and skids of paper and ship skids and skids of paper all over the world."

Disario, a passionate and knowledgeable advocate of leveraging technology to simplify work processes, considers Xerox and Honeywell a global "Co-Company." Says Disario, "We depend on Xerox to give us a centralized, global approach to our requirements."

She and her Printing and Services Center team eagerly embraced the digital and Internet technologies that Xerox proposed. "We knew we could go digital and put the power of the Internet behind our work," she reports. "The way we were doing things was very expensive and time consuming. We were ready to take the leap with Xerox."

"Thousands of promotional and technical documents were housed at different locations throughout the corporation. There was no way to even see what was available, so that knowledge was not shared."

Joanne Disario
Manager of Printing and Services
Center, Honeywell

The Solution

Xerox's web-based DocuShare solution, incorporating the DigiPath software platform, addressed the challenge of document visibility, storage, and access immediately. "DocuShare is extremely user-friendly, and it gives end users online visibility of our information products," says Disario. Honeywell launched its DocuShare intranet site in March of 1998, with an initial offering of 2,000 documents.

Through DocuShare, Honeywell employees and customers can browse the entire document collection, determine what they need, and use a simple "online shopping cart" to place orders. "DocuShare provides great value as a central point of access and helps us efficiently manage getting orders to customers," Disario claims.

An integral element of Honeywell's solution is the Document Centre 432SLX. "We've chosen Document Centre 432SLX as a standard for our employee business center use," Disario explains. "It's extremely reliable and very userfriendly. Document Centre is a system that supports our migration from analog technology. We use Xerox's FlowPort software to scan paper documents to a local server, and it easily becomes a shared electronic document."

To support the solution, Xerox Business Services (XBS) provides professional account associates to support the Printing and Services Center in Phoenix and other Honeywell printing facilities "We have more XBS employees in the Printing and Services Center than we do Honeywell employees," Disario laughs. "They provide service and quality inspection, as well as on-site training on Document Centres at our business centers. This value add enhances our drive of going digital. They are truly part of our team."

The Results

According to Disario, the "window of visibility" provided by DocuShare has completely transformed her business operation. "We've eliminated geographical boundaries and opened access – in Europe, Asia-Pacific, or anywhere – to important information that our sales team uses every day," she points out. "And with DocuShare's search capabilities, users can search on a variety of attributes – title, document number, key words, issue date, or product name."

Today, more than 30,000 documents are available through DocuShare, ranging from engineering drawings to marketing literature. "Now people can actually see our information and use direct online ordering, or they can download material and print it right on the spot," Disario notes. "We were used to shipping documents all over the world. Now people have a choice. DocuShare is scalable and expandable and gives us that single point of access to our valued information."

Courtesy of DocuShare, Disario's group has reduced document storage space requirements by 70 percent, and order fulfillment time by 80 percent. "It used to take up to six weeks to fulfill some orders for documentation that shipped with Honeywell products. Today, 90 percent of Printing and Services Center orders are filled in one day, and 100 percent are filled in five days or less. And along with all that efficiency, we've reduced our operating costs by about 25 percent."

"We now have more than 30,000 documents instantly available with DocuShare. It provides a true window of visibility for all of our employees, worldwide."

Joanne Disario
Manager of Printing and Services
Center, Honeywell

Summary

"Xerox has been our valued partner for 16 years," says Disario. "We chose Xerox as a core partner because of their product offerings, their deep resource pool, and their global reach. We've established our common goals and objectives so that it's a win-win for both companies."

Having accomplished the digital migration to DocuShare, Disario anticipates more business benefits from the partnership in the future. "I really look forward to keeping up with Xerox and pushing them to get their revolutionary products out there so we can get to work. Xerox is on the forefront. You bet – I'm at their doorstep as much as they're at mine!"

It takes a visionary to know a visionary. Xerox equally values its strong partnership with the leaders at Honeywell, and is dedicated to supporting the company's proud century-old reputation for innovation.

Are you interested in learning more?

For more information on DocuShare, please call [1.800.735.7749](tel:1.800.735.7749) or visit docushare.xerox.com.