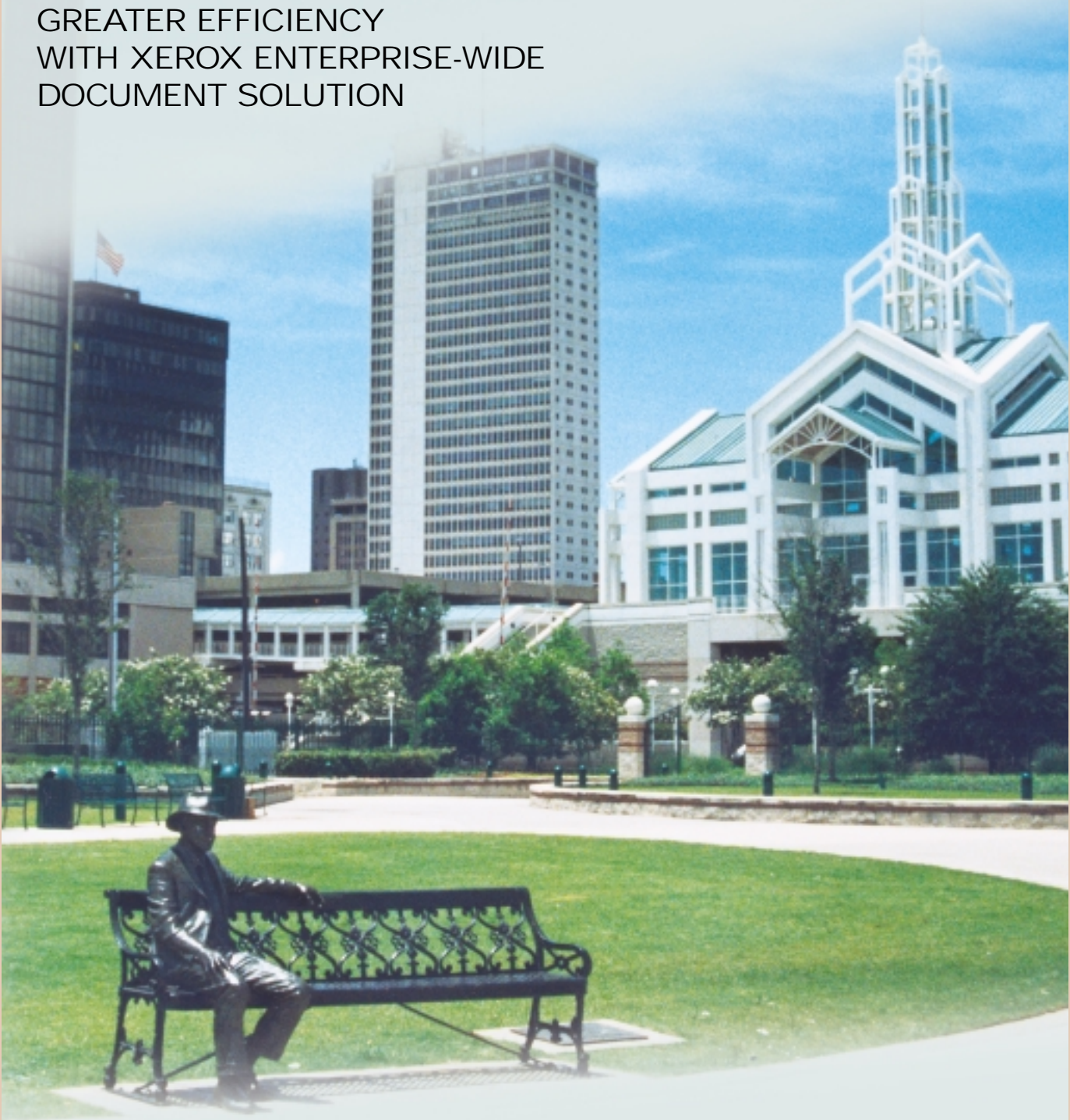


**Case Study**

MOBILE MOVES TO  
GREATER EFFICIENCY  
WITH XEROX ENTERPRISE-WIDE  
DOCUMENT SOLUTION



DIGITAL  
THE DOCUMENT COMPANY  
XEROX

Dubbed by *Time Magazine* as one of the country's "hottest" cities, Mobile, Alabama, is clearly a great place to live and work. And now, thanks to Xerox, the city has another reason to be recognized for its efficient, responsive government. With an enterprise-wide outsourcing solution in place, it takes far less time and money for Mobile's 1,500 employees to keep information moving.

On any given day, a diverse range of documents fly out of Xerox digital equipment and across the network connected by Xerox CentreWare. At the office of urban development, a team reviews massive town drawings; at municipal court, thick, bound trial transcripts are distributed to legal teams; at the fire department, EMTs grab color printouts to share at a life-saving seminar.

Yet despite these different needs, every department of the city faces the daily challenge of delivering information quickly and accurately.



## *The Challenge*

In the past, Mobile was struggling beneath its mountain of paperwork and machinery. The city was contracting with dozens of vendors, using more than 50 different models of equipment at its 10 locations.

As a result, Information Systems employees spent too much time troubleshooting and maintaining proficiency on a vast range of software and hardware. Administrative personnel were required to complete an extensive bidding and purchasing process; thousands of hours were spent on invoices alone. Many employees were unable to focus on mission-critical projects.

City administrators had no idea how much was being spent to produce documents. No one was able to quantify all of the expenses associated with bidding, purchasing, support, training, maintenance and production. There were no standard procedures and no consistent look to materials.

## *The Xerox Solution*

Using its 40-plus years of experience in knowledge management and outsourcing, Xerox identified the city's document costs through a multi-faceted study and then developed an Integrated Document Management Strategy to streamline operations.

Xerox implemented an enterprise-wide solution—the people, products and processes to manage Mobile's diverse document needs on an ongoing basis.

"We spent more than two years analyzing the issues," explained Christopher Lee, Mobile's Executive Director of Administrative Services. "Xerox was there every step of the way, sitting with our employee teams and helping our city through a difficult period of change."





## ***The Xerox Solution***

### ***continued***

By involving staff members early in the process, Xerox was able to get people excited about the new systems and remove redundant equipment. Fewer assets not only meant lower operating costs, but it also enabled employees to spend more time on core business responsibilities.

Standardization resulted in other efficiencies—the number of letterhead variations was dropped from 13 to two and improvements made on forms, typesetting, mailing labels and envelopes translated to another \$1,000 in monthly savings.

With the new system, employees can copy, print, staple, collate, scan, fax and distribute documents from the comfort of their network-connected workstations. When a form is needed, print-on-demand features ensure an up-to-date supply, and digital file submissions result in faster turnaround. In fact, the DocuWeb Library houses over 500 digital forms, eliminating inventory spoilage

and the need for warehouse space to store hard copies. Through the work of a Xerox graphic artist, city documents now sport a bold, consistent look. To enable the development of the city's intranet and to share knowledge across the organization, Xerox DocuShare software has been installed. Overall, on-site Xerox employees manage all of the assets, supplies, inventory, training, maintenance and tracking.

What's the result of all this innovation? The city of Mobile continues to applaud Xerox's expertise and facilities management capabilities, citing one of many results. "We realized a hard-cost savings of \$55,000 our first year alone, exceeding our expectations," says Lee. "Our partnership with Xerox makes us confident we can continue to deliver essential services, in an efficient manner, to the more than 200,000 citizens of Mobile."





### *Client Benefits Close-up*

- **Single source vendor**—proven operational excellence, high accountability
- **Improved quality**
- **Streamlined procedures**
- **Elimination of redundant equipment**
- **Lower cost**, saving more than \$50,000 in first year alone
- **Increased efficiency** through on-demand printing and digital file submission
- **Simplified support structure** and shortened response time from help desk
- **Accurate production tracking**, analysis and reporting
- **Flexible strategy** to allow adjustments for future advances in technology



#### **Xerox, delivering results you can measure.**

As a global leader in document services, we are ready to help you achieve new operational efficiencies and higher productivity. For more information or to schedule an appointment with a Xerox Sales Representative, call **1-800-ASK-XEROX**, ext. **934**, or visit our Web site at [www.xerox.com/services](http://www.xerox.com/services) today.



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