

Xerox Global Services

IT Managers Working Group
June 7th , 2010



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THE UNIVERSITY OF BRITISH COLUMBIA





“Make it easier, better and less expensive for printing and copying of documents”

Pierre Ouillet, Vice President Finance,
Resources and Operations



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UBC Goals

- Reduction in Costs > 20%
- Carbon Footprint Reduction
- Energy Reduction
- Productivity Improvements
 - Ease of Use
 - Technology reliability
 - Less time spent on document production activities



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Contract Overview

- Six Year Contract – Commenced on December 15th 2009
 - Option for Two Year Renewal at the end of the six year term
- Four Key Components in the Service Delivery Model
 - Office Technology
 - Types of Equipment and Pricing has been agreed to by UBC
 - On-Site Production Services
 - B&W, Colour, Large Format, Document Finishing
 - Graphic Design Services
 - Third Party Vended Print Services
- Commitment to Deliver 8 Million in Cost Savings during the contract Term and a UBC spend of 38 Million
- Sustainability Reduction
- Long-Term Strategy of Document Management Services
 - Commencing with Pilots in 2010 – OAB and Development Office

Contract Update

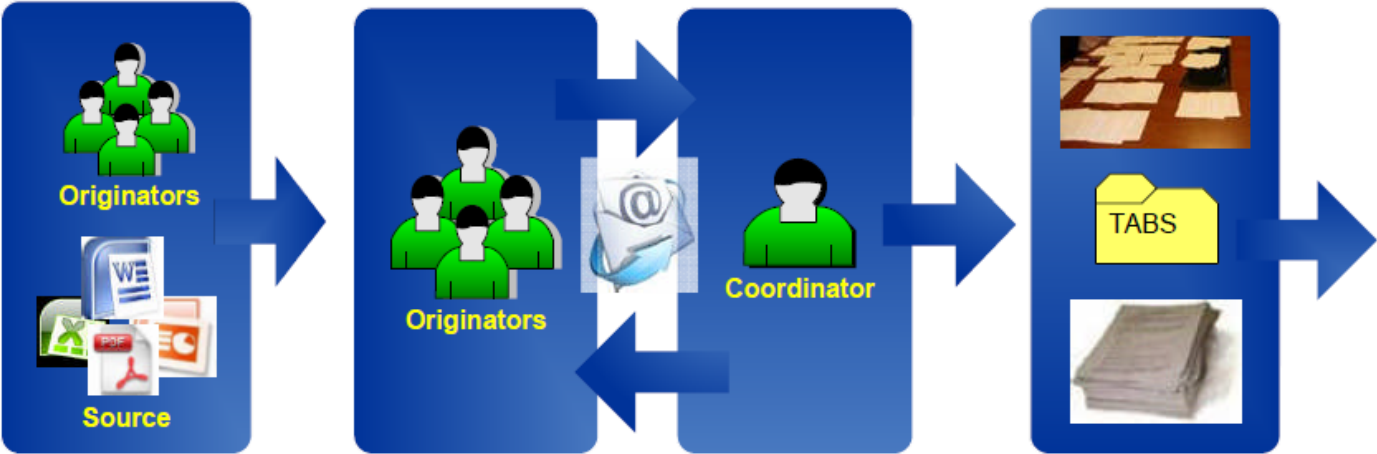
- Assessed 38 Faculties/Departments
 - > 24% in Cost Savings
 - \$ 902K in Annual Cost Savings
 - Sustainability Reduction
 - 702.3 Million BTU's
 - 17,051 lbs Solid Waste
 - 53,120 lbs of GHG Emissions

- Total of 250 Departments/Faculties
 - > 20% Cost Savings should hold true
 - > 10 million in Overall Cost Savings
 - Annual Sustainability Reduction
 - 11 Billion BTU's
 - 284,183 lbs Solid Waste
 - 885,33 lbs of GHG Emissions

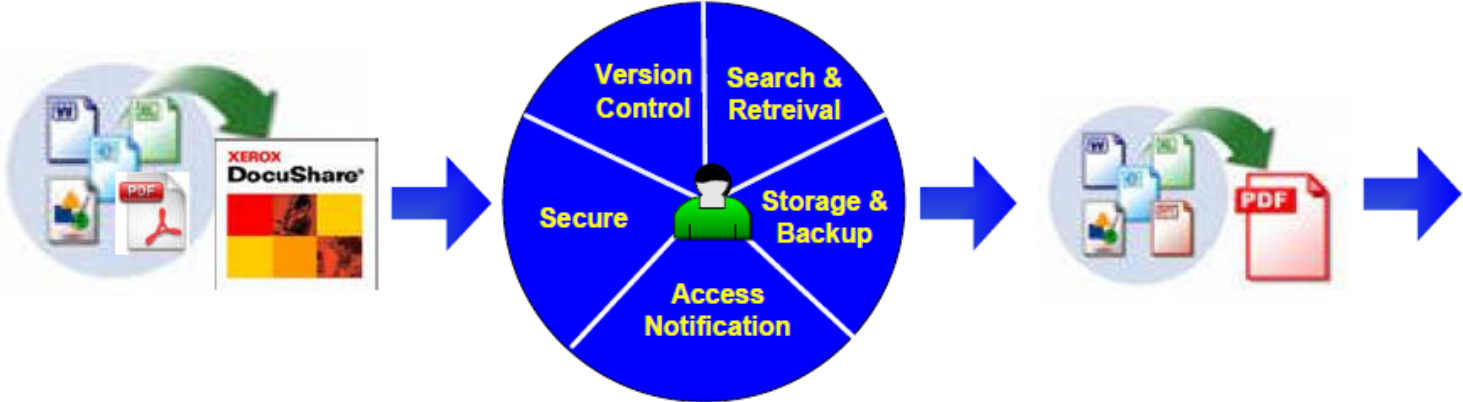


Document Management – Pilot OAB

Current State



Proposed State



The Process



Key Roles and Responsibilities – IT Interfacing

Xerox Global Services

- Alan Roberts – Operational Executive
- Patrick Gresl – Project Manager
- Tom Willshaw – Technology Solutions
- Leigh-Anne Fraser – Operational Manager
- Yves Leblanc – Fleet Management
- David Lee – Senior Systems Analyst

University of British Columbia

- Oliver Gruter Andrew – Operational Executive
- Arlene Chan – Project Manager
- Michele Holwill – Service Manager

Key Roles and Responsibilities – Non IT Interfacing

Jim Muzyka – Vice President XGS
Andy McKilligan – General Manager

Pierre Ouillet – Finance
Jackie Podger – Supply Management
Dennis Silva – Supply Management



The Process

Area	Alan Roberts, CDM	Patrick Gresl, Project Manager	Tom Willshaw, Fleet Consultant	Assessment Staff	Arlene, UBC Project Manager
Develop model to prioritize departments	A	R	S	I	C
Rank departments for assessment	A	R	S	I	C
Approve the prioritization list	A	R	S	I	A
Schedule the departments for step 1	I	R	R	I	A
Pre-Assessment Checklist			I	I	A
Department has project team assembled	A	I	S	I	R
First Visit With Client	A	I	R	I	R
Schedule the beginning of the assessment	I	A	R	I	R
Assessment Starts	I	A	I	R	S
Assessment Ends	I	A	I	R	S
Current state doc prepared	A	I	I	I	S
Current State doc - internal review	A	I	C	I	S
Current State presented to client	S	I	I	I	S
Develop the Business Case & SOW	C	I	R	I	S
Complete the Business Case proposal	I	I	R	I	S
Business case doc - Internal Review	S	I	R	I	S
Business Case document validated	A	I	R	I	A
Present the Business Case & SOW to client	A	I	R	I	A
SOW Signed	A	I	R	I	A
Implementation Plan Developed	A	R	C	I	C
Implementation	A	R	S	I	I

IT Support Required

IT Support Identified

IT Support Required



The Assessment Process – Office Services



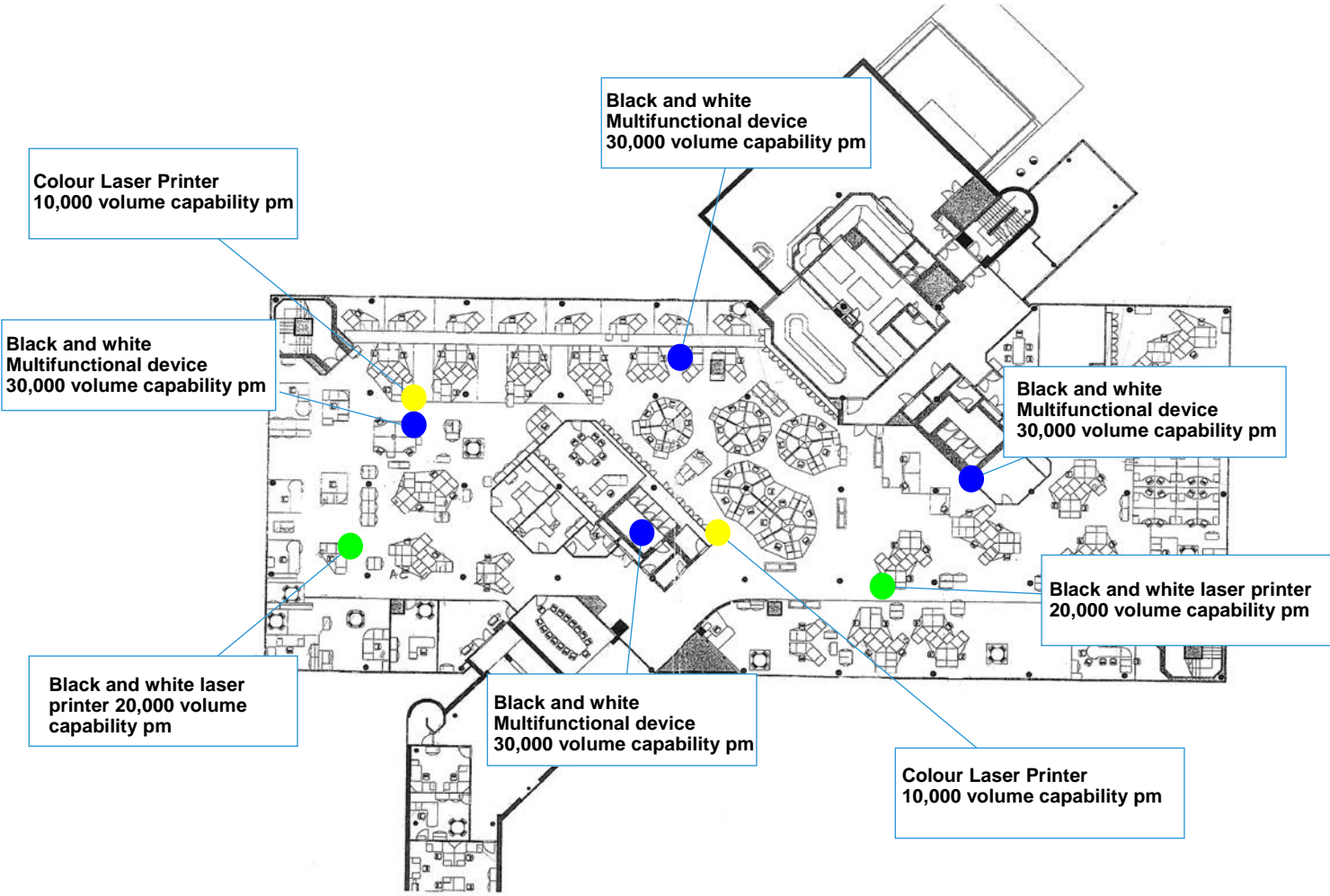
Developing the Current State – IT Support

To develop the current state we enable Xerox Device Manager to collect data from all “networked” Print Devices

- Xerox Device Manager (XDM) has been approved by UBC IT
- Xerox only collects machine data
- UBC IT has provided process documentation
- Sustainability Reporting
 - One Sided vs Two Sided
 - Paper Usage through connected device
 - Energy, Solid Waste and GHG



Business Case – Proposed State – Office Services



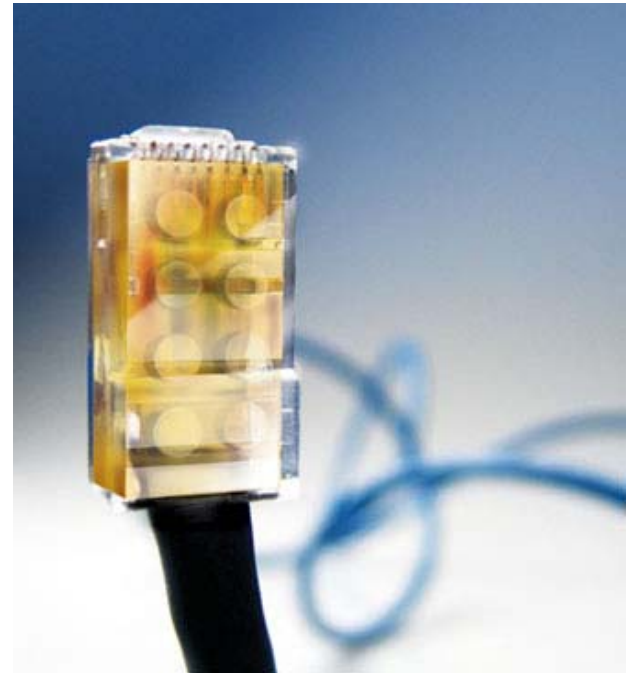
XGS Proactive Support

- Proactive device monitoring and management drives device uptime, output quality, and increased user productivity
- Real time alerts maximize device productivity
- Auto consumable replenishment eliminates calls and extra delivery trips
- Remote solve eliminates service trips
- Consolidated Triage services for all manufacturers
- Provide the expertise and have the skills to manage, monitor and maintain all aspects of installed technology



What's in it for IT

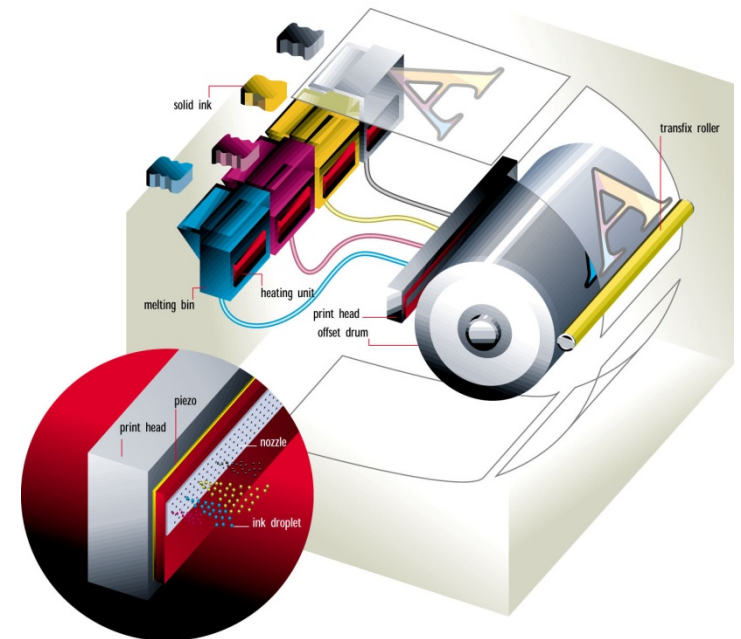
- Xerox handles all service calls for all Xerox Technology
- We provide triage support for all non-Xerox equipment at no cost to UBC
- All Office Printer Technology that is expired and removed by Xerox will have Destruction Certificates ensuring Hard Drives have been destroyed, Xerox is paying for removal, destruction and certificates
- Xerox manages all Moves/Adds and Changes for equipment and will proactively be engaged with IT



Environmental Sustainability

You have our commitment to providing products and services that:

- Provide environmentally friendly consumables
- Reduce landfill waste
- Reduce and eliminate on site service calls
- Reduce energy consumption
- Promote reasonable use of paper
- Reduce the impacts of toxins and heavy metals
- Produce less waste
- Consume fewer natural resources



Questions?

xerox

