

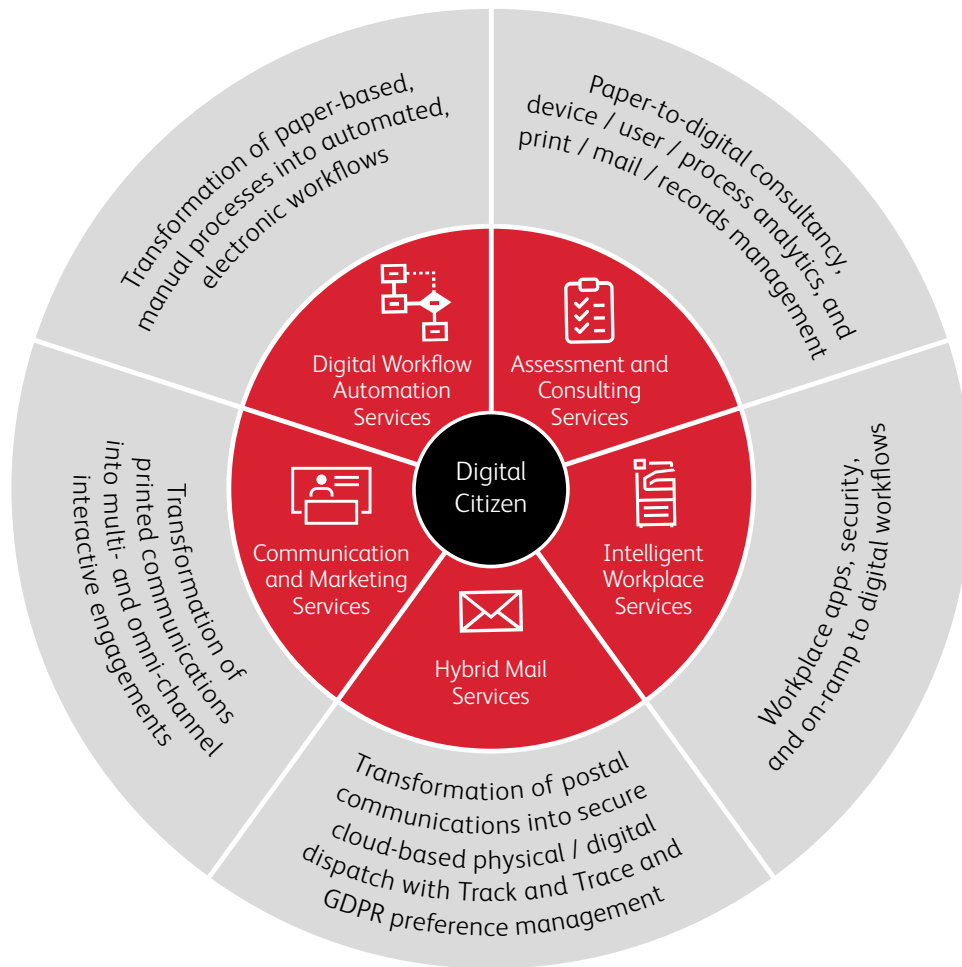
Meeting the Transformation Goals of the Public Sector

Your partner for the paper-to-digital journey.



xerox™

Enabling Flexibility



The COVID-19 pandemic has disrupted many aspects of everyday life and forced immediate recalibrations of the ways in which a lot of people work. Pandemic-related lockdowns and homeworking mandates have exposed pressure points in systems and processes, and have added to the myriad challenges of delivering services to citizens.

Organisations that could switch rapidly to digital and hybrid approaches have generally found it easier to keep day-to-day business going. At Xerox we've helped our public sector customers respond flexibly to the current situation using a range of services that were already in our portfolio. In particular, we've supported organisations to:

- Implement a digital mailroom in less than a week, so that teams could receive and respond to physical mail at home using their web browsers
- Access personal and enterprise print room services remotely via specialist software to keep citizen communications flowing
- Deal with urgent healthcare needs and resource availability

Whatever the future holds, transforming to more digital ways of working and interacting can help you deliver better outcomes for your communities. When done right, digital transformation also enables you to control (or reduce) the cost to serve — a significant benefit, given the constant need to find efficiency savings.

In this brochure you can read about how central and local government, higher education institutions and healthcare organisations use our services to help them transform. We look forward to supporting your organisation on its digital transformation journey.

Assessment and Consulting Services

Adding value to help you print less and support your paper-to-digital transformation journey. Xerox® Workflow Assessment Services help you uncover and understand document workflows across your organisation.

WHAT IS IT?

- **Assessments:** Map and benchmark current printing state (internally and against industry peers), create a detailed roadmap for improvement, turn raw data into knowledge
- **Printing rationale:** Understand and categorise documents that are printed, shared and moved through process workflows.
- **Consultancy:** Assess your business needs, issues and future state plans, then work with you to create a value proposition based on 'invest to save' paper to digital solutions.
- **Change management:** Support training and change management for records staff and end users.

WHY IS THIS IMPORTANT? WHY XEROX?

- **Efficiencies:** Identification and enablement of capabilities that support cash and non-cashable efficiencies.
- **Dashboard visualisations:** Highlighting areas of opportunity for workflow enhancement or automation.
- **Information management:** Meeting of GDPR requirements to understand your paper and e-communication lifecycle.
- **Productive employees:** Removal of non-value steps for improved staff productivity and asset utilisation.
- **Support for innovation:** Our propriety award-winning software tools support ongoing innovation and efficiency.
- **Expertise:** Our subject matter experts understand your business needs and language, and are experienced in your sector.
- **Partnership:** We aim to be your partner of choice for your successful, secure, efficient paper-to-digital transformation.

Case Study: Harrow Council



"With Xerox helping us to evolve our print services, we're not only saving even more than before, but also making great strides towards a paper-light office and more flexible working."

Carol Cutler

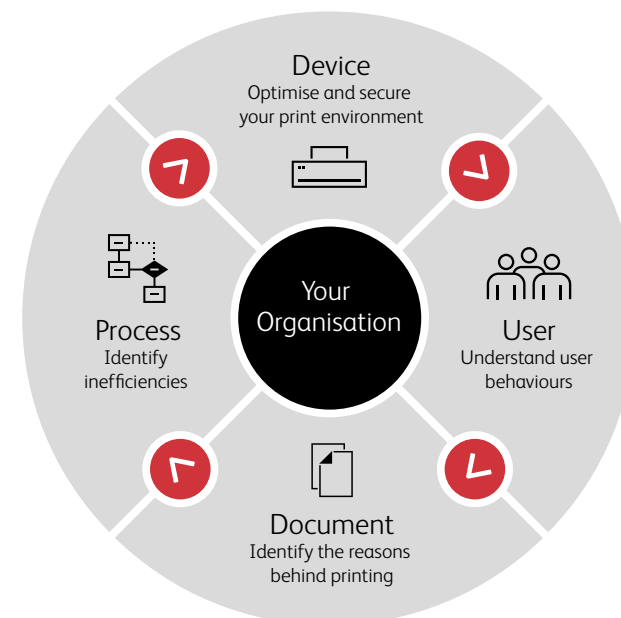
Director of Business Transformation and Customer Services
Harrow Council

THE SOLUTION

- Assessment of needs to provide a right-sized managed print service.
- Pull printing for increased document security and reduced waste.
- User Analytics and Xerox® Print Awareness Tool to help change printing habits.
- Xerox® Hybrid Mail Service.

THE RESULTS

- Two-thirds reduction in printer fleet
- 30% savings on annual contract costs.
- Additional 20% savings through:
 - 21% cut in black-and-white printing
 - 42% cut in colour printing
- Further click rate reductions at contract extension
- More agile and cost-effective citizen communications.
- Support for paper-light processes that enable flexible working.



"Services of this kind are at the cutting edge of what can be done to minimize the dependence on paper."

Gartner Magic Quadrant for Managed Print and Content Services

Digital Workflow Automation Services

Transforming processes from manual to automated, from paper to digital, from physical to channel appropriate — while retaining and enhancing the meaning of data.

WHAT IS IT?

- **Capture:** Extracts data from ingested documents into organisational workflows using scanning.
- **Transform:** Analyses and enhances data using artificial intelligence (AI) to automatically classify and structure content.
- **Process:** Simplifies complex processes with workflow automation capabilities including contract and policy management.
- **Manage:** Accelerates secure storage, search, retrieval and editing of data in records, documents and other content stored in digital vaults and secure cloud and on-site systems.
- **Deliver:** Transports data and outcomes to downstream business processes and applications.
- **Store:** Provides deep storage and interim storage prior to destruction.

WHY IS THIS IMPORTANT? WHY XEROX?

- **Digital transformation:** Integration of disparate systems and data sources enables joined-up service delivery. Digital data can be fed to multiple processes simultaneously to speed results and improve service.
- **Security:** Multiple user access can be monitored while access to confidential information is controlled and tracked. Digital data is secured under network, system and user access control with audit tracking.
- **Mobility:** Secure remote access to documents supports location-independent working.
- **Efficiencies:** Savings on storage, staffing and operational costs.
- **Market leader:** Xerox is positioned as a leader in the IDC MarketScape Worldwide Document Workflow Services Hardcopy Vendor Assessment and the Gartner Magic Quadrant for Managed Print and Content Services.
- **Sector experience:** We have demonstrable experience gained from public sector digital transformation projects.
- **End-to-End solutions:** Our capabilities cover consultancy, implementation, systems integration, scanning, process redesign, forms creation and day-forward scanning solutions.
- **Information governance:** Our services enable full information governance toolkit compliance.

Case Study: HM Land Registry

“Maintaining the integrity of the Land Register for England and Wales, while delivering excellent customer service, is our reason for being. With Xerox as our bridge between physical and digital, we are more efficient — without any compromise in quality.”

Eve Foster

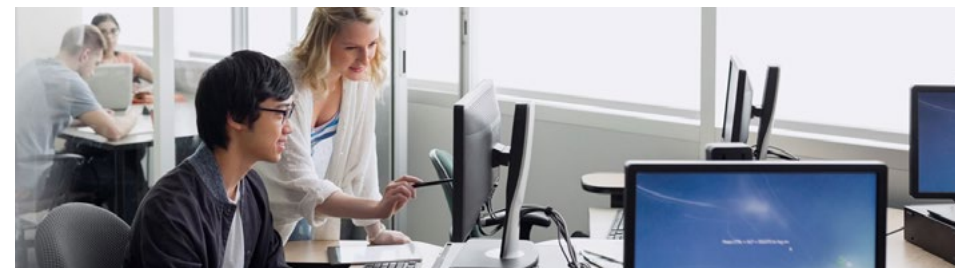
Central Operations Manager
HM Land Registry

THE SOLUTION

- Offsite digitisation service from Xerox, including scanning, indexing, uploading and securely destroying documents.
- Roadmap for greater automation, starting with an AI-driven digital platform.

THE RESULTS

- Stringent SLAs rarely missed, regularly exceeded.
- 99.9% of scans achieving specified standards for imaging, document classification, and indexing (against SLAs of 99.5%).
- Successful pilot of first steps to automation.



Case Study: Imperial College Healthcare NHS Trust

“Xerox really is a partner rather than a provider. They own our objectives as theirs, and we couldn’t achieve our digital strategy nearly as smoothly without them.”

Linda Watts

GDE Programme Manager
and Head of Health Records
Imperial College Healthcare
NHS Trust

THE SOLUTION

- Ability to leverage the trust’s ‘digital at point of care’ strategy.
- Partnership with Xerox to:
 - Implement an end-to-end record scanning service
 - Deliver a secure cloud-based document management system that’s integrated with the trust’s EHR system

THE RESULTS

- 547m² of floor space claimed back for clinical use so far.
- >30% reduction in health records budget in 2 years.
- 50% reduction in records staff.
- On track to reduce health records budget to £0.5m through 5-year strategy.

Hybrid Mail Services

Multichannel distribution of external communications for increased recipient choice and lower costs.

WHAT IS IT?

- **Hybrid Mail software:** Print driver, API client or web portal allows users to submit jobs in the most suitable format to the production centre.
- **Shared delivery centres:** Production and dispatch of first and second class mail items every day from multiple delivery centres.
- **Supply chain:** Sourcing and stockholding of stationery and mail inserts (leaflets, maps, forms).
- **Postal discounts:** Centralisation and consolidation of mail enables postal discounts.

WHY IS THIS IMPORTANT? WHY XEROX?

- **Improved communication:** Citizens, patients and other recipients can opt for email, SMS or printed communications to suit their needs and preferences.
 - **Efficiencies and cost reductions:**
 - Centralised formatting of mail via a cloud-based server
 - Decrease in operational resource costs associated with the manual handling of mail
 - **Data security:** Documents secured through detailed auto-generated reporting and full audit trail and mail tracking.
- **Consistent service:** Deployment of proven technology and processes across our shared delivery centres.
 - **Full returns management:** Scanning and secure destruction of returned items.
 - **Automation:** Automated mailmark barcoding and integration with line-of-business host applications.

“We are already seeing the positive impact this programme is having on patient experience, making it more effective and personal from the onset. We’re looking forward to building on this success and making electronic appointment correspondence available to more patients.”

Kevin Jarrold, Chief Information Officer, Imperial College Healthcare NHS Trust

Case Study: Maidstone & Tunbridge Wells NHS Trust

“Outpatient care typically starts with an appointment letter — and suffers if the letter is late or doesn’t arrive at all. It’s not an exaggeration to say that Xerox is helping us deliver better patient care with its hybrid mail service.”

Ruby Dey

Programme Management
Office (PMO) Manager
Maidstone and Tunbridge Wells
NHS Trust

THE SOLUTION

- Highly automated outsourced hybrid mail service, including on-demand printing of the correct inserts and end-to-end letter tracking.
- Integration with the trust’s legacy PAS system and the Docman system for communicating with GPs.

THE RESULTS

- >50% savings in direct costs.
- 3 FTEs worth of time redeployed to more fulfilling activities for staff.
- Fewer delivery failures (down from 60% to 2%) and missed appointments.



Case Study: Imperial College Healthcare NHS Trust

“We now give our patients the choice of receiving their outpatient appointment information by post or digitally (by email). As far as we know, we’re the first acute trust to achieve this at scale, and Xerox has played a key part.”

Damien Bruty

General Manager: Outpatients
Imperial College Healthcare
NHS Trust

THE SOLUTION

- Transformation of existing printing and posting requirements.
- Establishing a process for patients to opt in to paperless communication.
- Conversion of paper-based communication to digital.

THE RESULTS

- 24% of appointment letters sent by email within 24 months of launching the digital service (more than double the first-year target).
- Better control of patient contact data quality.
- 20% cost reduction within the first year.
- £1m in savings over 4 years.

Intelligent Workplace Services

Taking you beyond traditional managed print services with automation, digitisation and productivity tools.

WHAT IS IT?

- **Comprehensive security:** Prevent, detect and protect against threats to safeguard your documents, data and print infrastructure.
- **Analytics:** Use data-driven insights to improve efficiency and monitoring of key performance indicators.
- **Digitisation:** Optimise and automate manual processes for seamless collaboration and more productive employees.
- **Cloud:** Provide modern productivity tools and solutions to a distributed and mobile workforce with a scalable, low-touch IT infrastructure.

WHY IS THIS IMPORTANT? WHY XEROX?

- **Efficient workplace:** Optimised print infrastructure helps you control costs, improve sustainability metrics and maximise ROI.
- **Productive employees:** Automated user-friendly processes help employees to be more productive. Scanning provides an on-ramp for transferring paper-based information directly into business applications.
- **Secure environment:** Enhanced security for printing, devices and data. For example, documents aren't left unattended in an output tray, as users must authenticate at the printer to release the print job.
- **Sustainability:** Tools to help you reduce print volumes, paper use and CO₂ output in line with your digital agenda.
- **Proven track record:** We have a record of delivering Intelligent Workplace Services to the public sector. Services are accessible via all major frameworks (e.g. CCS).
- **Flexibility:** We offer commercial models to suit different requirements.
- **Management of multi-vendor fleets:** We can support non-Xerox devices as well as our own. 50% of the devices we manage globally are third party.
- **Xerox® ConnectKey®:** Our app-driven platform delivers office workflow benefits.

We developed Xerox® Intelligent Workplace Services to advance the way employees and technology work together. Going beyond traditional managed print services, they allow you to seamlessly navigate the intersection of physical and digital and meet the diverse and ever-evolving needs of your employees.

Case Study: Aberdeen City and Aberdeenshire Councils

"As well as refreshing and optimising the fleet, Xerox radically simplified the pricing. Everything's incorporated into a pay-as-you-go charge for the pages we print. We're saving over £500,000 a year compared with previous costs."

Craig Innes

Head of Commercial and Procurement Services
Aberdeen City and Aberdeenshire Councils

THE SOLUTION

- Managed print solution based on assessment of previous multi-vendor fleet.
- 2,300 MFPs supporting 23,000 people.
- On- and offsite delivery of service management and user support.
- Commercial model driving print reductions based on gain-share principles.

THE RESULTS

- £500,000+ annual savings with a simplified pricing model for cost and print reductions.
- 40% smaller fleet.
- Support for sustainability targets with reduced waste and greener devices.
- Increased user satisfaction.



Case Study: Renfrewshire Council

"Of all the suppliers I deal with, Xerox is the best: in terms of relationship, their products, and the way they manage the contract. We've had virtually no serious issues, and on the rare occasion when we do, Xerox acts very quickly to remedy the situation."

Gary Easdon

Senior Business Relationship Manager
Renfrewshire Council

THE SOLUTION

- Managed print solution covering all council locations including schools.
- Rationalised fleet of 942 Xerox® devices supporting 7,500 staff.
- Proactive service support to help staff be more productive.
- Print management and MI for enhanced visibility and control.

THE RESULTS

- Council-wide strategy covering decentralised print and main print centre.
- Fit-for-purpose print solution that helps reduce volumes.
- Minimised admin through centralised control and consolidated invoicing.
- Efficiency gains and bottom-line cost savings.

Communication and Marketing Services

Management and supply of an organisation's entire communications and marketing collateral.

WHAT IS IT?

- **Digital asset management:** Create a consolidated online repository for artwork and digital assets.
- **Online ordering:** Use an online catalogue for simple and convenient call-off of printed collateral.
- **Print sourcing:** Receive, quote, route and manage third-party print-sourcing requirements via a holistic platform.
- **Campaign management:** Send out, at scale, targeted online campaigns for marketing or informational purposes.
- **Language Services:** Use a simple tool to request translation of collateral.
- **Multichannel communications:** Cover the communication lifecycle from data through to document creation and multichannel delivery.

WHY IS THIS IMPORTANT? WHY XEROX?

- **Brand consistency:** Version control, template management and ISO adherence enable delivery of consistent, on-brand communications at scale.
- **Visibility:** A platform for creating, managing and deploying an end-to-end communication supply chain; and tracking governance, cost and brand adherence.
- **Self service:** Control and management of your communication needs.
- **Sustainability:** Order review and placement based on the most sustainable method of production and despatch.
- **A complete end-to-end offering:** Our service provides full visibility and tracking of your communications.
- **Market-leading pricing:** You benefit from the economies of scale within our global supply chain.
- **Best practice:** Our established technology platforms allow you to leverage best practice and benefit from our technology roadmap.
- **Our experience:** In the UK we work with some of the largest universities, as well as multiple NHS trusts and government departments.

Case Study: Avon and Somerset Police

THE CHALLENGE

- Maintain policing levels despite budget reductions.
- Reduce the cost and enhance the quality of bulk print operations.
- Ensure secure, reliable, cost-effective office printing.
- Explore additional options for savings and improvements.

THE SOLUTION

- On-demand bulk print service supported by a dedicated Xerox® Document Advisor.
- Managed print solution: 294 Xerox® ConnectKey® MFPs with pull printing and other security mechanisms.
- Xerox® Hybrid Mail Service for selected external communications.

THE RESULTS

- £650,000 savings on bulk print over 2 years, contributing to maintenance of policing levels.
- Secure, cost-efficient, reliable office printing.
- Further savings and process improvements with Xerox® Hybrid Mail.
- Partnership for ongoing digital transformation.



Case Study: NHS Business Services Authority

"Millions of people would be without medication if we couldn't produce prescription forms. When we needed help at short notice, Xerox stepped in brilliantly. No breaks in production. And plenty of ideas for future improvements."

Julie Hickling-Walker

Contract Performance Manager
NHS Business Services Authority

THE SOLUTION

- Take over the NHS print contract for secure production of prescription forms and dispensing tokens using purpose-built litho presses, special inks and multi-layered printing.
- Build a secure online ordering portal for thousands of users.

THE RESULTS

- No interruption to prescription form supply.
- Accurate printing and timely delivery despite steep learning curve.
- Proactive advice on ways to cut print costs.

“We quickly saw the potential for using the Xerox® Hybrid Mail Service in our Speeding Enforcement Unit. As well as cutting costs and boosting productivity, it provides irrefutable proof of the posting date of notices, which is critical to this time-bound process.”

Steve Hodgson

Head of Procurement
Avon and Somerset Police



“As well as achieving quick-win efficiency savings, we wanted to set the council on track to a more digital future. Xerox is helping us on both counts.”

Keith Traverse

Head of ICT & Print
Warrington Borough Council



“Patients receive better treatment when their records are readily available — it’s that simple. For us, the Xerox records management team are our colleagues in patient care. They always put our patients first.”

Dr Steve Graystone

Associate Medical Director
Patient Safety
Worcestershire Acute Hospitals NHS Trust



“With the Xerox® Hybrid Mail Service, ‘did not attend’ numbers are down, administrative staff have more fulfilling jobs, and we’re saving more than 50% annually.”

Stephanie Pearson

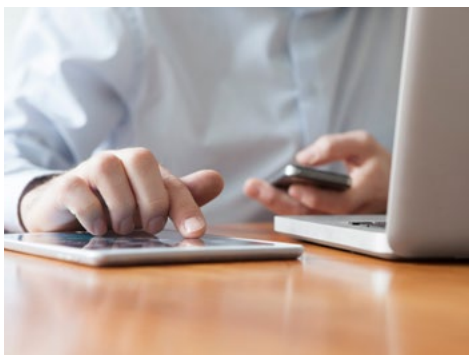
Service Manager
Maidstone and Tunbridge Wells NHS Trust



“Getting letters to patients — for appointments, referrals, reports and so on — is one of those things that is really important but unbelievably wasteful of time if done by hand. We’re getting that time back, thanks to Xerox.”

Stacy-Ann Thompson

Electronic Documentation
IT and Systems Department
Homerton University Hospital
NHS Foundation Trust



“With the electronic records system, the patient history will always be available, so there won’t be a period of delay. So [we expect to] see an improved accuracy of diagnosis, improved treatment plans, and ultimately improved outcomes for patients.”

Mark England

Director for Reengineering and Informatics
Luton & Dunstable NHS Trust

