



XEROX SAVES 30 PERCENT AND FUNDS TRANSFORMATION WITH EDS' BEST SHORE® XEROX CORPORATION

/// CASE STUDY



The European subsidiary of Xerox wanted to reduce costs and reinvest the savings in new applications. EDS consolidated the company's onshore and offshore resources using EDS' Best Shore approach, providing a robust support structure for critical legacy applications and optimizing the IT environment for a new SAP solution.

CLIENT PROFILE

www.xerox.com

Xerox Corporation is the world's leading document management technology and services enterprise.

Industry: Manufacturing

Headquarters:

Stamford, Connecticut

European Headquarters:

Uxbridge, United Kingdom

Revenue: \$16 billion

Employees: 53,700

Business Need Addressed:

Productivity

"We would have implemented the Best Shore solution for our legacy applications sooner had we realized there would be no negative fallout. Rather it's been seamless and easy, with improved response in some areas."

Guy Hunt
Chief Technology Officer
Xerox EMEA

Xerox wanted to cut legacy support costs and integrate new applications

Xerox EMEA, the £4 billion subsidiary of Xerox Corporation, is the world's sixth largest IT company, marketing Xerox products, solutions and services across Europe. For Xerox EMEA, effectively operating a multi-million dollar manufacturing and operations business in a highly competitive marketplace means focusing on customer satisfaction. And its legacy systems, which enable Xerox to support customers with rapid, reliable equipment, parts and services, remain crucial to that goal. That's why Xerox entrusted the management of its critical business applications to EDS.

Yet when the document management leader decided to implement a new enterprise solution, it wanted to do so without disrupting the highly responsive, robust support structure already in place for its legacy environment. EDS' challenge was clear. It needed to seamlessly integrate the new eSAP application while simultaneously maintaining its high level of applications support, ensuring minimal impact to business, minimal knowledge loss and a minimal learning curve for Xerox employees.

In order to fund the project, Xerox needed to reduce legacy support costs and allocate those savings toward the eSAP implementation and other business transformation activities.

EDS' Best Shore helped Xerox centralize apps support, increase resources

To achieve both of Xerox's goals, EDS proposed migrating the company's application support operations to its Best Shore model. A comprehensive and collaborative approach, this solution combined onshore and offshore resources to centralize support for Xerox's 96 business-critical applications. It also provided Xerox with instant access to a wider range of specialized resources, freeing local support teams to focus on the implementation of and transition to the new eSAP solution.

Services featured

- Applications Modernization Services
- Applications Management Services

"EDS had the capability to manage critical applications in an offshore manner at reduced costs, freeing up funding that Xerox could focus in other areas."

John Gibbs
Finance Director
Xerox EMEA

EDS ensured a smooth, seamless transition through a phased approach over a three-month period. This involved training new support staff on existing applications and Xerox's specific needs. Toward maintaining employee satisfaction, EDS made all changes to personnel and processes transparent to Xerox users.

Xerox saved \$5 million, increased efficiency and funded additional business transformation

With EDS Best Shore, Xerox not only managed to gain a 30-percent savings from legacy support, it also increased the efficiency of core business functions such as supply chain and logistics, across the UK, Holland, France and Italy.

The savings has enabled Xerox to reinvest funds toward the development and implementation of new business-critical applications. Thanks to EDS' Best Shore solution, the aggressive rollout of Xerox's new eSAP business process system is just the first transformation milestone of many more to come for Xerox.

Today, EDS consistently maintains at least 98 percent availability for Xerox's 96 applications. In addition, a more knowledgeable support staff now works around the clock to ensure optimum responsiveness and timely issue resolutions, often within the same business day. As a result, employee satisfaction and productivity are on the rise. Indeed, the company's legacy support savings and modernized applications environment aren't its only successes. EDS' Best Shore solution has helped Xerox go further by helping the document management leader retain and refine its greatest asset, the company's intellectual capital.

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