



## REDUCE COSTS TO IMPROVE AND OPTIMIZE SERVICE

### EDS MANAGED OUTPUT SERVICES

EDS, an HP company - the world leader in managing Workplace Services - and Xerox - the leader in document management - are working together to provide a complete and flexible solution for managing and optimizing your printers, copiers, fax machines and scanners.

#### FEATURES

- **DESIGN SERVICES** - Optimize plans to reduce costs and improve performance.
- **INITIAL OPTIMIZATION** - Replace old output devices, consolidate suppliers and train end users.
- **MONITORING, MANAGEMENT AND SUPPORT** - Use Xerox software to ensure maximum device performance and a single point of contact in your multivendor environment.
- **CONSUMABLES MANAGEMENT** - Monitor and automatically replenish supplies.
- **ONGOING OPTIMIZATION AND LIFE CYCLE ASSET MANAGEMENT** - Track assets and deliver continuous improvements.
- **BUSINESS SUPPORT SERVICES** - Manage invoices, change control, SLA performance and management reviews.

#### Out-of-control document management

The production of documents is a critical element in any business. Organizations, for the most part, do not track or control the costs related to this key business function. Industry experts estimate up to 3 percent of a company's total revenues are spent on document management.

#### Gain a single point of contact

Managed Output Services (MOS) provides comprehensive enterprisewide management of office output. As your single point of contact, EDS manages and maintains existing office equipment regardless of manufacturer and provides consumables replenishment and technology refresh. Here are some of the key service elements:

- Comprehensive problem management
- Service desk agent support
- Remote diagnostics and resolution
- Real-time monitoring of problem alerts
- Responsive service dispatch
- Flexible coverage options
- Robust performance tracking and reporting

Leveraging Xerox's expertise, EDS takes responsibility for the enterprise output so your IT leadership can focus on other key business initiatives.

#### Eco-friendly outcomes

- Lowered power, paper and consumables usage
- Reduced wasteful hardware manufacturing, transportation and operation carbon footprints



## ENHANCE PRODUCTIVITY AND IMPROVE OUTPUT PERFORMANCE

EDS and Xerox have been servicing a large U.S. beverage bottler and distributor. Recently, the client faced challenges with a hardware vendor consolidation and needed to reduce costs.

Together, EDS and Xerox implemented a Managed Output Services solution, enabling the client to purchase Xerox hardware from EDS and managed services to support the ongoing environment. The service included a full office document assessment to help rationalize hardware and reduce costs.

The client is projecting a 25 percent savings over the five-year contract.

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## How it works

Managed Output Services transforms your output infrastructure over time, optimizing device placements and performance to reduce costs. MOS is flexible and scalable, making it easy to get started and drive results. We offer two packages:

- MOS Select allows you to capture immediate benefits by starting with the network-connected printers and other devices that fall within IT management's scope.
- MOS Utility provides comprehensive management for all office output devices, across budget centers, to maximize enterprise savings and benefits.

## What you can achieve

- Visibility – Detailed performance and usage reporting
- Utility model – Pay for what you use
- Cost reduction – Reduce operational expense by as much as 30 percent
- Capital assets – Eliminate capital allocation for print devices
- Uptime performance – Improve service and problem resolution
- Simplicity – Single point of contact for accountability

## Why EDS

EDS combines Xerox's market-leading technologies and thought leadership with 46 years of IT operational excellence to help enterprises improve production, innovation and security so they can grow today and in the future.

## EDS is a market leader

- EDS has an excellent service-delivery track record.
- We offer innovative solutions that drive operational leverage.
- EDS supports 4.5 million desktops for more than 400 clients.
- We're recognized as a Leader in both Gartner Magic Quadrants for North American Help Desk and Desktop Outsourcing Services, 2008.
- Each year, we respond to 43 million Service Desk support calls in 35 languages.
- We support a wide range of software, hardware and mobile devices using standardized ITIL-based work processes, including QMS and ISO 9001/2000 certification.
- We have a breadth of partnerships through the EDS Agility Alliance.