

## Document Services

**Regain control of document output costs, whilst improving compliancy and driving closer business alignment.**

As we all know, the paperless office never happened. In fact, in many cases, print output has actually increased, mainly due to the attraction of printing emails, the upsurge and interest in colour output and the inability of legacy systems to output documented information in ways other than print. The effect of this is an increase not only in costs, but also in the number of uncontrolled devices.

**Regain control of document output costs before you have an issue of significant proportions**

Document Output (print, copy and fax) is generally seen as a necessary evil, making it a low priority responsibility typically shared across the business; Facilities for Copiers, IT for printers, Telecoms, IT or Facilities for fax machines, and either individual groups or central purchasing for consumables.

No single point of control leads to:

- A surplus of different devices from many vendors
- A lack of strategy and planning
- No overall visibility and management of usage and cost.

To confirm this view, results from recent Gartner research indicated that Imaging and Printing can account for up to 3% of a companies revenue turnover, yet only a third of organisations surveyed had an accurate understanding of what that cost actually was. Worse still, the remainder underestimated the actual cost by between 30 and 50%.

The problem has then been further compounded by:

- The reduction in copying requirements, causing misalignment between business requirements and current infrastructure,
- The introduction of new legislation, e.g. Sarbanes Oxley and Data Protection Act
- The convergence of document output technology, consolidating print, fax, scan and copy into a single multi-functional IT device.

Having no single point of control and lack of central visibility of total costs not only has a financial and management impact, but also prohibits any cohesive development of strategy and planning.

Another key factor is the operational cost of the devices (consumables and support etc.), which with the initial hardware purchase only being about 27% of the Total Cost of Ownership (TCO)\*, are nearly three times the initial hardware investment.

*\* According to a Gartner Consulting report (March 2002), hardware only accounts for about 27% of the total cost of ownership (TCO) for hardcopy solutions.*

**Improve compliancy today and ensure that it is at the forefront of your strategy and planning tomorrow.**

Compliancy has never been so high on the agendas of Senior Executives. In fact Gartner estimate that 15% of an organisations overall IT budget in 2006 will be dedicated to this area, in comparison to less than 4% in 2004. The reason for this increased focus is due mainly to new and updated legislation in this area (e.g. Sarbanes Oxley and the Data Protection Act), and its enforcement by the relevant governing bodies.

Under the new legislation, failure to comply could lead to serious fines and even Director imprisonment. The highest profile and most recent example of this being a large UK finance institution being fined £2M by the FSA for money laundering caused by lack of an audit trail and the quality of their digital document data, due to lack of authenticity.

For document compliancy, under the new legislation, organisations will need to capture audit trails for document flow; from creation to distribution and archiving, and ensure authorisation is in place for access and control. This immediately highlights the deficiencies of traditional paper document flow. For example, the sending and receiving of faxes - which generally provide no audit trail of who sent what, to whom and when.

**EDS GFS can provide the solutions and services to help you retake control of document output infrastructure.**

EDS GFS is one of the foremost providers of IT infrastructure solutions and services in Europe.

We are specifically focussed on addressing the needs of commercial and public sector clients; providing resource, insight and innovation to allow you to effectively leverage your investment in information technology to exploit the opportunities of the digital economy.

Our comprehensive portfolio of technology solutions, consultancy and managed services are designed to reduce operational cost and complexity to deliver a high-performance workplace that enhances productivity, security, business performance and competitive advantage.

We can architect and supply the solutions and services to help address these issues, bringing management and control back to you, whilst reducing the complexity and cost of ownership.

Drawing upon our significant technical, design and implementation expertise, plus the recognised intellectual capital of EDS, we are able to offer specialisation in various Document areas including;

- Audit, health-check and compliancy services  
*To assess what the situation is within the organisation and advise accordingly*
- Document output management solutions  
*To empower organisations and introduce control*
- Document conversion solutions  
*To distribute business information to the right people, at the right time and in the right format, whilst improving compliancy*
- Document optimisation solutions  
*To realign infrastructure to current and future business requirements*
- Document Support Services  
*To provide multi-vendor service capability and a single point of contact, contract and SLA*
- Document Output Managed Services  
*To provide selective out tasking of service functions in support of an organisations IT department*

We recognise the need to ensure that each part of the infrastructure provides the compatibility, interoperability and performance necessary to deliver a complete end-to-end solution.

EDS GFS has the experience, talent and resources necessary to deliver these goals, to enable organisations to take control of their Document Output costs, providing total visibility of the total cost of ownership, enabling better planning, cost reduction and closer business alignment.

#### Key Benefits

- Reduction in acquisition costs for technology and services
- Improved purchasing strength, due to a single vendor solution
- Standardisation of technology increasing user efficiency and satisfaction
- Improved service quality, operational efficiency and cost effectiveness

Vendor independent document solutions and services based on leading technology, underpinned by EDS GFS services

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