

# Fujifilm® Graphic System UK adopts a transformative digital solution to empower workers and make information instantly available.



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"All the paper documents flowing into our department required hours of manual sorting and filing each week by our graphics team. With the Xerox® DocuShare® and ConnectKey® solution, that's now down to just minutes a day, and the department is virtually paperless."

## Paula Prior

Deputy Customer Service and Administration Manager, Fujifilm UK



## THE CHALLENGE

Fujifilm Graphic Systems UK supplies print equipment and consumables to the printing industry— everything from major magazines and publications to t-shirt printing companies. Every day hundreds of paper-based equipment orders — ranging from a single page to over 40 pages — as well as contracts, correspondence and order inquiries stream into the division's customer service department.

Traditionally these documents, both paper and electronic, would have to be sorted by hand, matched with the corresponding customer account, and then physically moved to a storage area for manual filing.

With more than 20 filing cabinets in the storage area, the Fujifilm process was time-consuming and error-prone. Filing errors were a critical concern, especially when involving contracts in which it was crucial that every page and every signature

be readily available for review. Failure to do so could have customer service impacts and potential legal ramifications.

Based on the above challenges, Fujifilm Graphics Systems UK turned to Xerox to help them automate and simplify their document capture, filing and retrieval of all of their documents, whether physical or digital.

## THE SOLUTION

Working closely with document management and automation experts from Xerox and its UK partner, Tipac Ltd., the Customer Service Department of Fujifilm chose Xerox® DocuShare® Content Management Platform to create a scalable repository that helps ensure compliance, security and ease of access.

Tipac, Ltd. provided in-house support, setting up a solution to capture paper

documents from a Xerox® multifunction printer (MFP), and digitize them to store and manage in DocuShare. Tipac provides customers with imaging and document management solutions like this, and services such as regular upgrades, and adding new solutions as required.

As of today, the department of 20 plus staff members and managers use a centrally-located Xerox® MFP with Xerox® ConnectKey® technology to scan documents directly into their DocuShare digital repository. Employees now gain immediate, secure access to digital documents at the printer using their IDs. Multiple users can now access the same updated document simultaneously, thus streamlining workflow. But capture capability with ConnectKey is just the tip of the iceberg when it comes to the Xerox® DocuShare® Platform.

The Xerox® DocuShare® Content Management Platform is one of the most intuitive and user-friendly enterprise content management (ECM) platforms available today. And it's just one of the many tools Xerox offers to help transcend the physical and digital worlds for customers. Our full portfolio spans industry-leading, MFPs with innovative ConnectKey technology, next-generation managed print services (MPS), digital solutions and digital transformation. The best part? DocuShare® integrates seamlessly with all of these offerings to add value to customer investments.

### THE BENEFITS

Thanks to their Xerox® DocuShare® solution, managers and staff at Fujifilm Graphic Systems UK are successfully bridging physical and digital worlds, while saving time and money previously spent on paper and postage every day. With no need to manually sort, number and file the hundreds of documents and emails that arrive daily, filing that used to take hours every week now takes just minutes each day. Documents are scanned directly into

the DocuShare® repository via a Xerox® MFP and Xerox® ConnectKey® technology as they arrive. So what used to take hours, now takes just minutes a day. In addition to unlocking hidden costs, the team is finding hidden returns, as documents that were previously stored in filing cabinets in another part of the building are now always at every authorised worker's fingertips via their computer. And those 20 plus filing cabinets mentioned before? Gone. All those documents have been scanned into the repository, greatly simplifying the process and freeing up office space for more productive purposes.

Paula Prior, Deputy Customer Service and Administration Manager, tells of a salesperson who contacted her office in dire need of three pieces of information from a 3-year-old, 30-page sales contract. The digital solution has been transformative, liberating the process so that what previously would have been a monumental undertaking was accomplished in just a few keystrokes. The salesperson had their information in minutes thanks to DocuShare.

**Tipac Ltd.** is a U.K.-based consultancy who is expert in cost reductions and efficiency improvements through capture and automation, workflow, content management and print management. Tipac is a Xerox partner for Digital Solutions and DocuShare. For more, visit [www.tipac.net](http://www.tipac.net).



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