

CASE STUDY

# Document Workflow System for Xerox Romania

## SCOPE

In order to maintain a high level of customer satisfaction Xerox is keen on having fast and efficient internal business processes.

For such a large and complex organization, internal efficiency is vital in being able to be competitive while at the same time maintaining a high level of quality for the services provided.

## RESULTS

**Up to 80% decrease in request processing times**

**21 Internal Process were fully automated**, including:

- ✓ Purchase Orders
- ✓ Capital Appropriation Request
- ✓ Training Flow
- ✓ Contracting Flow
- ✓ Discount Process
- ✓ Own Expense Claims
- ✓ Fuel Consumption Log

**50.000+ documents** are now stored in the database.

**5 years of service** (since 2008)

Currently Xerox is evaluating the possibility of implementing yet another more complex version that will automate even more processes and be able to produce more detailed reports.

The new version will empower the administrators of Xerox to design their own workflows or report templates.

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*We are always looking to improve our efficiency and offer our clients the best level of services on the market for the adequate price. Customer orientation is key is our market and Xerox is proud to be a worldwide leader in Customer Satisfaction.*

Ioana Bulat, PR Manager,  
Xerox Romania

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### International

For more than a half a century, Xerox has been a leader in document technology and services.

Xerox is now the world's leading enterprise for business process and document management, offering global services from claims reimbursement and automated toll transaction to customer care centers and HR benefits management.

The new Xerox is dedicated to innovation, service and giving customers the freedom to focus on what matters most: their real business.

### Local presence

With over 40 years presence in the Romanian market, Xerox Romania is the first company to offer complete solutions for workflow and document management for any size office.

Together with 5 distributors, 24 concessionaries and over 200 resellers spanning across the whole territory, Xerox Romania offers solutions, equipment and printing services to corporate and private customers.

For Xerox, partners and clients matter the most and that is why the company is always striving to provide them with added value and a positive client experience.

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*The Essensys partnership has brought satisfaction to both parties. The proactive attitude and professionalism of the Essensys team contributed to the overall success of the implemented solution.*

Radu Dinescu, IM Manager  
Xerox Romania ”

## ANALISYS

Together with Xerox, Essensys has analyzed the scope of the project. The first step was to define the specific needs of the customer in relation to their expectations.

The conclusion was that some of the business processes were time consuming and employees were required to focus on finishing menial tasks rather than concentrating on their work. This created less than efficient processes that took too long to finish.

The analysis stage of the project revealed the following steps needed to be taken in order to achieve the set goals:

- ▶ Free up time for employees
- ▶ Speed up sales process
- ▶ Reduce the time of the contracting phase
- ▶ Simplify HR procedures
- ▶ Unify and track the training process of the internal resources
- ▶ Unwind the acquisitions process
- ▶ Create a more comprehensive discount policy
- ▶ Ensure reporting capabilities

## SOLUTION

The Document Workflow System is a highly complex solution that is both user friendly and efficient. By using automated workflows, the procedures that required different levels of authorization or verification have all been transferred in a virtual environment making them fast and traceable.

The first version of the system was launched in 2008 and was in use for more than 2 years. The results obtained by Xerox using this application prompted the consideration of a new, more complex version. The second version was also developed by Essensys and it was launched in early 2009. Both versions were deployed with no downtime for Xerox.

The application is tailored to grant different levels of access for different types of users, for example the HR Representative is able to view all the processes related to this department, as opposed to the regular user who can only access the Holiday Request Form in the HR workflow.

