

Navi-46, Office 2, Office Commers

“The fast and technologically advanced Xerox devices provided by M&BM, combined with the proactive services, helped us to improve the quality of services we offer to our customers”

– Hristina Shopova, General Manager
Office Commers

STARTING POINT

Office 2, Navi-46 and Office Commers are stationary providers located in the three largest cities of Bulgaria – Sofia, Plovdiv and Varna. Each of the three companies was looking for a solution that would allow them to sustain and develop their business. They wanted to increase satisfaction of their clients, resolve the challenges they experienced with their outdated equipment, not being able to meet their employees' needs for copying and scanning services and to find a solution for the issues with consumables deliveries that have caused a lot of equipment down time and delays.

As long-time partners of M&BM, a Xerox authorized partner in Bulgaria, they have turned to the company for a solution. A Xerox® Managed Print Services proposal met all customers' requirements and M&BM started the implementation.

SOLUTION

As the first step, new Xerox® multifunction printers (MFP) were installed at customer premises to replace the old inefficient equipment. Office 2 has purchased monochrome Xerox® WorkCentre® 5875 MFP, Navi 46 installed color Xerox®

WorkCentre® 7830 MFP and Office Commers chose color MFP Xerox® WorkCentre® 6505 and monochrome Xerox® WorkCentre® 5222.

To maintain continuous printing, back-up devices were considered for peak moments and in case of emergencies to replace a device that would go under repair.

To provide constant monitoring of the devices for maximizing equipment availability and ensuring continuous consumables supply, all devices were connected to the Xerox® Global Contact Centre (GCC). This platform enables the managed service by reacting to incidents centrally by the specialised agents and thus ensures fast remote troubleshooting and consumables level control.

To monitor the quality of the service provided, an automated incident and Service Level Agreement (SLA) real-time reporting system was implemented for all three print centers.

To monitor and assess output devices on customer network and provide continuing asset management information, the Xerox® Device Agent was installed. This remote automated tool provides a single point of

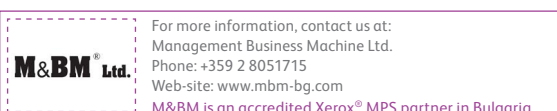
management for output devices, supplies, and service-related incidents to help companies manage costs and increase device and user productivity.

RESULTS

Since the introduction of the Xerox® MPS solution to Office 2, Navi-46 and Office Commers, M&BM has been one single point of contact for all of the printing fleet issues of the three companies. Each company has also benefited from:

- 98% uptime of the equipment
- Considerable reductions of printing costs
- Additional monitoring and visibility over the print fleet and ability to control and plan the costs
- High quality mono and color printing, copying and scanning

As the result of these improvements, Office 2, Navi-46 and Office Commers are able to provide better service to their clients. With customer satisfaction growing, all three providers were able to grow their volumes and customer base resulting in increased revenues.



ABOUT NAVI-46

The company has more than 17 years' experience in the field of stationary products. Navi-46 is known as a provider of high quality products such as stamps, invoices and advertising materials. Sale of consumables for inkjet and laser printers is another activity of the company.

ABOUT OFFICE 2

The company is located in Sofia and has been on the stationary market for over 10 years. The company has its own printing centre and provides services to many advertising agencies and bookshops as well as to retail customers.

ABOUT OFFICE COMMERS

Office Comers is a modern company, which provides safe and effective solutions in the field of stationary products and office consumables. The company aims to build honest and loyal business relationships with all its customers, to offer the best price and flexible services, consistent to its customer needs.

ABOUT MANAGEMENT BUSINESS MACHINE LTD.

M&BM is a leader on the Bulgarian market in the sphere of IT solutions connected with management of printing environment and document workflow. M&BM has been a partner of Xerox® since 1995. After joining the Xerox® Partner Print Services program it is now accredited to provide Xerox® MPS to clients in Bulgaria.

ABOUT XEROX

Xerox Corporation is an \$11 billion technology leader that innovates the way the world communicates, connects and works. Our expertise is more important than ever as customers of all sizes look to improve productivity, maximize profitability and increase satisfaction. We do this for small and mid-size businesses, large enterprises, governments, graphic communications providers, and for our partners who serve them.



We understand what's at the heart of work – and all of the forms it can take. We embrace the increasingly complex world of paper and digital. Office and mobile. Personal and social. Every day across the globe – in more than 160 countries – our technology, software and people successfully navigate those intersections. We automate, personalize, package, analyze and secure information to keep our customers moving at an accelerated pace. For more information visit www.xerox.com.