

“I am happy that we had such a progressive solution implemented in our offices all over the country. Now we can monitor and plan the print related costs and moreover we managed to reduce them by 20%”

– Marian Nakov, Director of operations  
M&BM Express

## STARTING POINT

M&BM Express Ltd., a subsidiary of the Management Business Machine Ltd. (M&BM Ltd), is a national postal operator with own regional structure consisting of 65 postal offices across Bulgaria where millions of letters are being processed. It is mostly working with corporate customers from the utility sector - it prints, envelopes and delivers personalized messages to all end customers of these utility companies.

M&BM Express had difficulties with managing its multi-brand printing fleet, which consisted of over 300 devices, mainly desktop ones. Some of them were out of service and were stored in the company's warehouses and many were at the end of their life cycle. Company staff had to work with multiple suppliers of consumables, break fix service and maintenance providers. Processing invoices coming from various vendors at different times has become a big burden for M&BM Express.

With the forthcoming split from M&BM Ltd. the company headquarters, printing center and logistics department were to move to a new building. The decision was taken to hire

a provider to develop a new printing policy for the company's new location, to fully manage its printing environment after the move and provide fast and good quality printing in all its postal offices. M&BM Express wanted to have one single point of contact for its staff, receive one invoice for all the services and was seeking control and reduction of equipment maintenance costs, monitoring of paper costs and standardization of the equipment.

Seeking for increased satisfaction of their staff and customers, M&BM Express turned to M&BM Ltd., which has been providing Xerox® Managed Print Services (MPS) for a number of years in Bulgaria and a contract for Xerox® MPS solution was signed.

## SOLUTION

Taking into account a wide structure of the regional postal offices of M&BM Express, the first stage of the Xerox® MPS solution proposed by M&BM Ltd specialists was focused around optimization of the equipment fleet. This meant elimination of the inefficient devices with high operating

costs and introduction of the new monochrome and color productive workgroup multifunctional printers (MFP) from Xerox including Xerox® WorkCentre® 5222, WorkCentre® 7328, Phaser® 3635, WorkCentre® 3550, Phaser® 3300 and monochrome printers Xerox® Phaser® 3635, Phaser® 4510, Phaser® 4600.

To free up IT resources, minimize downtime and improve user satisfaction, all devices in M&BM Express postal offices, including competitor ones were connected to the Xerox Global Contact Centre (GCC). It provides remote monitoring by dedicated specialists to react to incidents centrally in maximum 24 hours to ensure continuous supply of consumables and fast troubleshooting.

To ensure tight control of supplies and efficient break-fix delivery, a remote automated device-monitoring tool, the Xerox® Device Agent, was installed. It provides improved high-level view of print fleet and generates monthly reports to review performance of each device.

## RESULTS

Since the introduction of the Xerox® MPS solution to all M&BM Express postal offices, the company has had one single point of contact for all of its printing fleet issues. Employees in IT and finance can now focus on their core responsibilities instead of spending most of their time ordering consumables, resolving maintenance issues, answering numerous helpdesk calls and processing invoices from multiple vendors for each service.

The new solution has made the move of M&BM Express to the new premises smooth, without any interruptions of their processes at work. The company has already seen the following benefits:

- Additional monitoring and visibility over the print fleet and ability to control and plan the costs
- Proactive paper ordering and delivery based on the reports from the counter meters
- 98% uptime of the equipment
- Reduction of printing costs by 20%

With the above advantages accomplished resulting in increased satisfaction of M&BM Express customers, the company is prepared to move to the second stage of the Xerox® MPS project. It will be dedicated to document workflow management and digitalization of the company archives.

## ABOUT M&BM EXPRESS LTD.

M&BM Express is a privately-owned Bulgarian company mainly providing courier and postal services. The company has successfully developed and established the brand National M&BM Express Mail which customers know for its excellent level of service, individual approach and its personnel professionalism. M&BM Express offices around Bulgaria also provide clients with these services: money transfer and financial services, including insurance, payment of utilities, local taxes, penalties, vignette distribution, printing and copying services.

## 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 1994 and has joined Xerox® Partner Print Services program and 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](http://www.xerox.com).

