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Case Study

# Xerox Delivers Speed and Efficiency to the Print Shop at UBC Commerce

## Client benefits close-up

- **Implemented large format color printing in-house**, increasing control and lowering expenses.
- **Faster and more efficient** printing of course notes.
- **Improved quality**, more professional output.
- **Lower payroll costs** through reduced overtime requirements.
- **Improved staff morale** because of reduced overtime and added value of print centre services.
- **Potential for new revenue** by providing print services to other faculties.
- **Increased knowledge sharing**, reducing duplicated efforts and overtime, especially around copyright.



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University of British Columbia's School of Commerce and Business Administration, located in Vancouver, B.C., is a leader in business education. The faculty has 1,750 students in undergraduate and graduate programs, and boasts 21,500 alumni in 60 countries.

The university creates course packages for its students, containing material submitted by faculty members. Educating such a large student body requires an enormous amount of printed materials – 8 to 9 million impressions a year.



U B C  
Commerce

## The Xerox Solution

## The Challenge

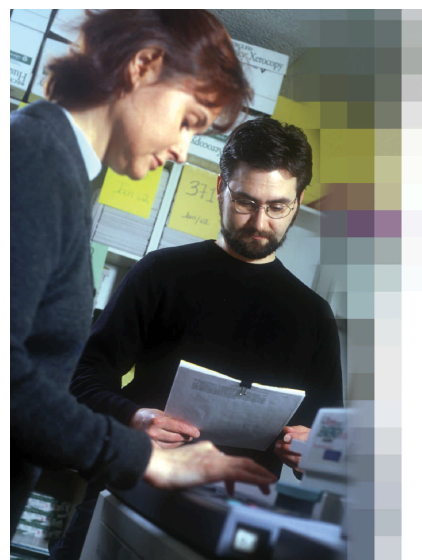
*Faculty members typically submit course materials to the school's Duplication Services Centre only weeks before the start of each term, causing huge spikes of printing and copying activity.*

*"At the beginning of every term, there is an influx of materials submitted to Duplication Services, as faculty finalize course outlines and prepare the necessary course packages, contributing to what is already a heavy printing period," said Deborah Nelson, Assistant Dean at UBC Commerce.*

*Historically, the only solution to meeting the peak printing volumes had been to ask UBC Commerce's printing centre staff to work long overtime hours. The result was high costs for overtime pay as well as reduced staff morale.*

*"Limited funding meant we needed to find a more efficient way to deal with peak printing periods than overtime," Nelson said. "There is also the mental and physical health of the staff to consider."*

*In order to reduce both costs and the burden on print centre staff, the school required a more efficient way for staff to share knowledge and handle the printing and customization of course materials.*



To solve its dilemma, the school put in place a Document Centre 470 ST digital printing solution along with DocuShare software from Xerox. With the Document Centre 470's powerful printing, copying, scanning, and faxing capabilities, documents move effortlessly between the paper and digital worlds, with a top printing speed of 65 pages per minute. DocuShare is an easy-to-use, Web-based solution for managing knowledge throughout an organization. It provides access to current, accurate information through a secure, convenient environment for managing scanned and electronic information.

Using these tools, the Duplication Services Centre has moved quickly to convert the enormous amount of course notes and materials into digital format for sharing and reprinting. In a period of only six weeks, approximately 800,000 impressions were scanned into the DocuShare system.

"With the DocuShare system in place, we have been able to save time — especially in the area of copyrighting," said Debra Dolan, assistant to director of human resources and operations at U.B.C. Commerce. "Also, the faculty will more effectively be able to share knowledge."

With the high quality output of the DC 470 ST, the Duplication Services Centre now sells the course packages to students in order to recover

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printing costs. Future plans may see UBC Commerce offering digital printing services to other University of British Columbia departments.

"There will always be peaks and valleys, but the workload will become more consistent — so the last minute jobs that come in, or additional outside jobs, won't be such a stretch on the system," said Nelson.

When the system faces the inevitable peak periods, Xerox is there to provide support in concert with UBC staff. "We have never known a company to be able to support us the way Xerox did through the printing crunch," Nelson said.

Not only has the Xerox 470 ST Digital Scanning Solution reduced staff overtime and created additional revenue potential, but also it has helped to facilitate changes in how the Duplications Services Centre staff work and are viewed by other departments, says Dolan. Staff voluntarily work more flexible hours in staggered shifts, to allow the Document Centre to run over a longer workday, thereby averting overtime hours.

"The staff see how they can add value," Nelson said. "They don't feel like they are just photocopiers — and are becoming recognized for the valuable service they deliver."

"This is a staff group that's showing so much pride in their work," Dolan added, "They have greater responsibility and are able to add value and bring professional-looking results."

