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THE DOCUMENT COMPANY  
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Case Study



# INTRIA Items Saves Time and Money with Xerox Document Solution

## Client benefits close-up

- The Xerox solution delivered **33 per cent cost savings** through equipment consolidation and the introduction of Xerox DocuShare, FlowPort and RightFAX software.
- **Xerox reduced the total number of assets from over 200 to less than 70** primarily multifunction devices. In addition, Xerox manages the entire process.
- The use of FlowPort software will help move documents from paper to digital, thereby delivering **added savings through reduced paper output**.
- By delivering faxing to the network, RightFAX software will deliver **added savings by reducing the number of fax lines required** and streamline current work processes.
- With the user-friendly web-based Xerox DocuShare, corporate documents can be shared nationally and instantaneously, thereby **improving productivity and further reducing the need to print**.



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INTRIA Items handles a mountain of paperwork, processing more than 900 million "item" transactions annually. Founded in 1996, as a joint venture between CIBC and Fiserv Inc. of Brookfield, Wisconsin, the company processes 638 million cheques, 101 million Automated Teller Machine envelopes, 49 million bill payments, 8 million account processing transactions and 120 million printed statements.

With 5,300 employees at 17 centres across Canada, INTRIA Items serves several major Canadian financial institutions as well as clients in the financial services, telecommunications, utilities, energy and retail sectors.

"Since a lot of what we do is based on business applications and processes that revolve around paper, it is essential for us to have a cost-effective way to work with documents," said Mark Damico, President, INTRIA Items.

# INTRIA Items

## The Xerox Solution

## The Challenge

For years, INTRIA Items had relied on various means of supporting business processes. Their central location had over 200 analogue photocopiers, fax machines, printers and scanners. The company needed to find a way to communicate more effectively, improve efficiency and reduce document production costs.

"Documents are our business," said Damico. "We use them extensively to share information with our clients and end customers. This is done both through emails and paper filing systems, causing inefficiencies in sharing our knowledge."

INTRIA Items decided to consult with Xerox to find a solution to better manage documents on an enterprise basis. Xerox Canada immediately saw the need to put a cost-efficient document management solution in place and a proven solution to reverse the costs of printing and managing documents in the workplace was proposed.

Mark Damico  
President, INTRIA Items



The process began with an office document assessment of INTRIA Items' Mississauga facility in early 2001, with the intention of extending the solution nationally afterward.

After a review of competing proposals, INTRIA Items chose Xerox's solution because it integrated multi-function devices – including printing, faxing, copying and scanning – and delivered the advanced capabilities of Xerox software.

"Xerox demonstrated a tremendous amount of value," said Damico. "We did look at the competition but none of the other players seemed to have an offering as integrated as Xerox's."

The Xerox solution included a major consolidation of assets that reduced the number of printers, fax machines, copiers and scanners from over 200 to less than 70, primarily by deploying Xerox's 460, 470, 480 and 490 digital high-end multi-function devices.

The next phase of the solution is to help INTRIA Items bridge the paper-digital divide by incorporating Xerox FlowPort and DocuShare software as well as a third party software, RightFAX, into the company's business processes.

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The Xerox FlowPort application is a powerful software solution designed to help manage paper and digital documents. The use of FlowPort software will help INTRIA Items to move paper documents from hardcopy to an electronic document repository and to send "items" electronically to their customers via email.

RightFAX software moves both hard copy and electronic fax applications to the network, eliminating the need to maintain

separate phone lines for each stand-alone fax machine. RightFAX will allow INTRIA Items to completely eliminate paper faxes, which will deliver savings by reducing the cost per copy charges.

And finally, the user-friendly Xerox DocuShare solution will provide a foundation for knowledge sharing across the network. This web-based repository will allow INTRIA Items to share and manage its documents between national project teams, allowing teams to collaborate instantaneously, which will improve overall productivity and reduce the need to print.

With the right combination of hardware and software, Xerox is delivering both business process improvements and hard cost savings.

"We're pleased with the Xerox solution," said Damico.

