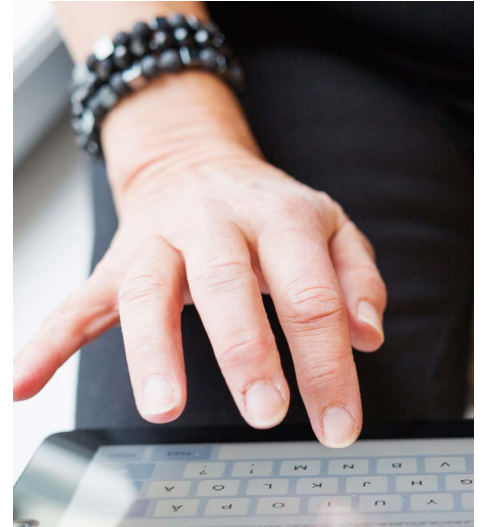


“Previously we did not have an outsourcing device management solution and we experienced high costs, waste of time and less productivity. We were also dependent on employees controlling consumables. Xerox® Managed Print Services solution with multi-branded device support brought us cost control, document security and increased employee productivity.”

– Kaan Tunç, IT Manager,
Cornelia Hotel



Starting Point

Cornelia Hotel's current device management solution was not meeting the company's expectations: it neither resolved issues with consumables supply management, nor maintained its printing devices. Employees were heavily involved in consumables supply control, the costs were growing, productivity was decreasing and each process required more time to be managed.

Cornelia Hotel has used Xerox® devices across its organization for the past 14 years and decided to approach the provider to discuss a new solution that would resolve the issues they faced with the current one. The client wanted to have one provider who would manage its multi-branded fleet, modernize and optimize its printing environment, provide full control over the printing process including consumables supply, would increase productivity and decrease costs.

Solution

After a comprehensive assessment conducted by Xerox® specialists and experts from an authorized partner in Turkey, Lidya Group, a Xerox® Managed

Print Services (MPS) solution was offered to Cornelia Hotel. This solution would provide modernization of its document management system alongside new equipment from Xerox® and various MPS tools.

Under the MPS contract signed, eleven A3 Xerox® devices were added to Cornelia's fleet which already included one monochrome Xerox® WorkCentre® 5330, one black-and-white Xerox® WorkCentre® 5325, one Xerox® WorkCentre® 5330 and two color multifunction Xerox® WorkCentre® 7225s. All client devices, including competitor ones were connected to the Xerox® Global Contact Centre (GCC) to be monitored by specialists.

Like all hotels, the Cornelia is open for business 24/7. This means there is constant customer interaction and employees need to be supported by an uninterrupted workflow. Supplies control and break-fix delivery are vital for the process. To cater for this, Lidya Group installed Xerox® Device Agent, a remote services tool that streamlines automated device monitoring and provides

improved high-level view of print fleet. Reports are generated monthly to review performance. It makes it easier to have fact-based discussions and provide specific recommendations on new ways to maximize savings and productivity.

Also, all devices managed by Lidya Group are now visible on the Fleet Management Portal (FMP). FMP is a web tool that provides authorised users with real-time information on their devices and allows them to view and submit tickets related to printing. Users can also have access “to the latest” meter reads, information about incidents and even reports. The service provided is built on a proactive, remote monitoring solution and allows the user to identify and report faults that have not been recorded automatically by the device.

Results

The customer is currently very pleased with the first results of Xerox® MPS solution provided by Lidya Group. This stems from their print management being streamlined from multiple vendors to one and having a single point of contact for all equipment-related issues.



The implementation of the Xerox® Managed Print Services solution is helping Cornelia Hotels optimize its printing environment and has already brought the following benefits:

- Additional monitoring and visibility over the print fleet provided by Xerox® Device Agent and FMP - the fleet is now proactively monitored for supplies requests and device faults. Supplies are ordered automatically and delivered just-in-time. Machine faults are often detected and resolved remotely before the client is aware that the device had a problem.
- Freeing up IT resources for more business critical work than the support and maintenance of print devices.
- Optimizing efficiency with remote management and lifecycle management.
- Increasing productivity
- Printing cost reductions of 25%
- Improved end-customer service and reliability

Cornelia Hotels is planning to expand their printing operations in the near future and will introduce new devices and software solutions from Xerox®.

About Cornelia Hotel

Cornelia Hotel is located in Belek, Antalya region of Turkey, on an area of 200,000 m². The primary objective of the hotel is to meet the requirements and expectations of its customers, to maintain self-improvement and renovation and keep food safety practices and hygienic context amongst the must-abide traditional applications.

About Lidya Group

Lidya Group is an authorized distributor of Xerox® in Turkey and also is a Xerox® Managed Print Services Partner. The company has been providing sales and after-sales services on documentation systems for the past fourteen years. The group carries out its activities through its companies and business partners in five separate regions with approximately 100 employees and provides services to thousands of exclusive customers in Turkey. Lidya Group has targeted long-term commercial collaborations through its desire for development and qualified personnel policy since the establishment day and within this framework, it has provided fast, correct and value adding solutions to the changing demands of the market.

About Xerox

Xerox is helping change the way the world works. By applying our expertise in imaging, business process, analytics, automation and user-centric insights, we engineer the flow of work to provide greater productivity, efficiency and personalization. Our employees create meaningful innovations and provide business process services, printing equipment, software and solutions that make a real difference for our clients and their customers in 180 countries. On January 29, 2016, Xerox announced that it plans to separate into two independent, publicly-traded companies: a business process outsourcing company and a document technology company. Xerox expects to complete the separation by year-end 2016. Learn more at www.xerox.com