Case Study | YOKOGAWA ELECTRIC CORPORATION

“We implemented print governance to optimize our print environment throughout the organization in Japan and similarly for our overseas offices in the near future”

CIO (at time of project execution)
Yokogawa Electric Corporation

Challenges
• Reduce total cost of ownership (TCO) of output management
• Lack of enterprise wide print governance
• Current print infrastructure doesn’t meet the business requirements
• Continuous improvement of print infrastructure

Solutions
• Optimization of print environment through Managed Print Services (MPS)
• Enforcement of print policies to increase productivity of their print usage
• Proactive device monitoring and maintenance
• A consolidated billing and report for paper usage and spending
• On-site help desk for all print related issues

Results
• Built a robust print platform for global governance (7 group companies and 49 offices in Japan)
• Reduced cost by 20% by optimizing print environment
• Consolidated and reduced number of equipments by 54%
• Increased productivity through transparency in paper usage and cost tracking
• Meet the business requirements quickly (ex. Layout changes brought on by department reorganization)
“If you can’t measure, you can’t manage. Managed Print Services helps to increase our productivity.”

Katsuya Yoshino
General Manager
Management Information Systems Dept-2 (at time of project execution)
Yokogawa Electric Corporation

Fuji Xerox Global Capabilities and Accredited Credential

Yokogawa Electric Corporation is a Japanese global leading manufacturer of plant control system and industrial equipment. Their global network extends to 88 offices in 55 countries which contributes to over 60% of the company’s total profit. During the financial crisis in 2009, Yokogawa’s profit reduced significantly and the challenge was to improve the financial health and competitive advantage of the company. Among the initiatives, optimizing print infrastructure is believed to reduce the total cost of ownership of the companies.

Yokogawa chose Fuji Xerox as their partner to achieve this business objective.

“Global support capability is one of the criteria we choose our partner. Fuji Xerox has been highly regarded in the market and has proven success track records in the past,” says Mr. Katsuya Yoshino, General Manager, Management Information Systems Dept-2.

“Outsourcing is fundamental as part of cost restructuring program. We believe that with outsourcing, we can achieve continues improvement over extended period of times.”

Cost & Usage Monitoring for Further Improvement

Before Managed Print Services was deployed, we were not able to track our print volume and costs across the organization. With many offices across the world, it was difficult to get clear understanding of our print spending. Mr. Yoshino spoke of the significance of Fuji Xerox’s services by saying,

“Cost reduction was not only reason for deploying the services. The monthly reporting provided by Fuji Xerox is very useful. It helps us understand our organization and how we could improve our business further”

Improving corporate governance while ensuring customer convenience

Transitioning to a new output environment requires not only strong leadership by top level management, but also the understanding of end users. Yokogawa Electric and Fuji Xerox worked together to carefully support these end users. User guides for output devices was incorporated into the introduction page of the company’s website. Information regarding the progress of the project, as well as a wide variety of manuals we made available.

Information sessions were held in each branch to explain the background and objectives of the new system. As a result, we gained the understanding of end users and the transition to the new system went smoothly.

“By implementing this service, we reduced the number of equipment installations. However, end users are using the new output environment without being inconvenienced. We believe Fuji Xerox have provided us with highly sophisticated output environment.”

Global strategic partner with Fuji Xerox

We have seen positive results since the implementation of Managed Print Service especially in the reduction of paper usage and carbon footprint. Print security is also improved by implementing follow-me print concept linked to the employees identity card.

Layout changes brought on by department reorganization were also flexibly handled.

Mr. Yoshino concluded,

“With Managed Print Services, we will see many improvements across our organization. We intend to implement MPS in our overseas offices as a next step. We will continue to partner with Fuji Xerox in the future.”

About Fuji Xerox Global Services

Our business professionals, having abundant knowledge and experience gained from previous achievements, collaborate closely with our global active clients.

We are continually improving upon and optimizing our document processes so that we can help clients achieve success. Clients can expect a wide range of results all designed to improve their businesses, including but not limited to: increasing productivity, cutting costs, reducing carbon footprints and improving security.