



## Toshiba's Encompass Document Analysis Program Enabled a Major Corporation to "Do More With Less"

### Challenge

- A major corporation must
- Outfit its new 296,000-square-foot campus with the necessary equipment for handling document needs of 500 employees
  - Orient and train the employees
  - Maintain business operations without interruption in service to clients



In the company's own words, they needed to "find the right device configuration with Scan-To-File and Scan-To-Email capability, color print capability, record retention and archiving, and improved efficiency. We want redundancy in the event units go down, but also want to combine units wherever possible. Overall, we want the transition to be a positive experience, not only for our team but for the entire organization."

### Solution

Toshiba America Business Solutions, Inc. (TABS) analyzes the company's needs using its proprietary Encompass™ software, the industry's most comprehensive document management and output analysis program.

- The resulting recommendations optimize company's document output fleet by reducing the number of units (copiers, printers, fax systems and scanners) by 30 percent
- Decreasing the company's overall output and supply costs
- Increasing the availability of color printing campus-wide

Based on a 25-year relationship, the main supplier of copier, printer and fax systems was asked to analyze the company's needs and help outfit the new facility. Unfortunately, the incumbent vendor requested up to three months to complete an analysis, and the expected investment in time and money was much higher than the company anticipated.

So, the company's Director of Materials Management and Print Systems Administrator researched the market to find a solution. Their research brought them to the headquarters of Toshiba America Business Solutions in Irvine, California.

### Background

**Why the company contacted Toshiba...**  
After experiencing significant growth, a major corporation found it necessary to relocate to a new 296,000-square-foot campus. The move provided the perfect opportunity to evaluate their business systems—the copiers, printers, fax machines, and scanners required to maintain operations.





### Introducing Encompass...

The company's executives were introduced to Toshiba's multifunctional e-STUDIO™ units, seamless networking and scanning capabilities, as well as Toshiba's proprietary Encompass, a Six Sigma-based process for analyzing the company's document output fleet and creating a plan for improvement.

Encompass uncovers a company's "hidden" cost drivers associated with copiers, printers and fax devices and the use of inefficient and costly manual-based document production procedures. Utilizing an extensive database of both Toshiba and competitive products, Toshiba's trained Document Solutions Consultants quickly and efficiently synthesize a company's document production infrastructure from information gathered during an assessment.



A Toshiba assessment of the company would result in the Encompass Document Analysis Report consisting of detailed findings, implementation strategies, timeframe, cost and return-on-investment, as well as a comprehensive view of document output processes and expenditures.

In addition the Encompass program would minimize the time required from the company's associates. And, Toshiba could provide a full report in just three weeks and at a fraction of the cost quoted by their long-term supplier.



Toshiba was invited to visit the company's new facility and commence the process that would enable them to "do more with less."

### The Encompass Analysis...Finding a Solution

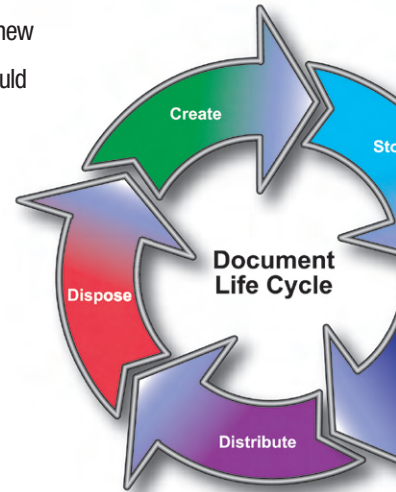
An Encompass analyst visited the company's facility and evaluated the current systems. He analyzed their volumes as well as projected needs.

He talked directly with associates about specific needs and reviewed floor plans. With this information, he put Encompass to work.

One of the biggest challenges was the task of determining printing requirements for workgroups that had never existed. The analyst conquered this challenge using a combination of personal interviews and Toshiba's patent-pending Encompass Online collaborative fleet optimization application.

### The Encompass Document Analysis Report... the Recommendation

The Encompass Document Analysis Report provided a clear and compelling recommendation satisfying both immediate and long-term requirements for the now nonexistent workgroups. That was just the beginning.





*Every document goes through the same life cycle, whether it's created electronically or in hardcopy. We give you the tools to manage a document through every phase of its existence more efficiently and affordably.*

The analyst's plan for improvement focused on optimizing the company's business equipment fleet for workflow and created an efficient ratio of users to printers and copiers, while increasing the availability of color printing. Although the new facility represents a 96,000-square-foot increase over the former location, company supply costs were reduced, as was total cost of ownership. Overall, the Encompass report enabled the company to:

- Decrease the number of devices by over 30%
- Slash the quantity of supply items by 85%
- Reduce annual operating costs by more than \$350 per employee

A color-coded floor plan, pinpointing the location of every device throughout the new facility, accompanied the report. The floor plan was refined and developed into orientation maps so that each group understood where to find its multifunctional devices, printers and/or fax machines. Associates knew what to expect and were able to fine-tune their environments on paper before any devices were installed.

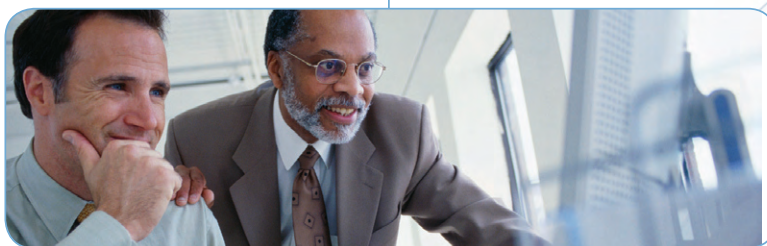
## Partnering with Toshiba... Successful Outcome

Toshiba supported the company move with training, sending technical representatives to acquaint users with their new business systems. And within four months of the initial contact between the company and Toshiba, 500 employees at a new location were working in a fully functional environment.

According to the company's Director of Materials Management, "In regards to our associate's training experience, Toshiba performed with excellence. We looked at several suppliers, but Toshiba's pricing, the Encompass process, TABS sales support, not to mention the products themselves, drove us to believe in Toshiba as our partner."

**"The cost savings alone would be incentive enough for us to partner with Toshiba nationwide"**

The company plans to continue working with Toshiba to upgrade the document output systems of its remaining 14 locations. "The cost savings alone would be incentive enough for us to partner with Toshiba nationwide," says the company's Chief Information Officer. "But Toshiba offers more than savings; they integrate with our business and make our goals their goals."





## “Hidden Costs” Associated With Output Equipment

The financial impact of poorly managed document production processes is the loss of millions of dollars each year on the bottom line.

The following findings were assessed by a recent Gartner Group report:

- A document is copied physically or electronically an average of 11 times at a cost of \$18
- Output equipment fleets (copiers, printers, facsimiles, scanners, and supplies) within most companies result in lost profit of 1 to 3% per year
- Document management and output (DMO) is an area that continues to be most frequently neglected by senior-level executives

Many companies lack a strategy for managing their document infrastructure. They cannot account for all devices (copiers, printers, facsimiles) and have low or no awareness of the usage of these devices or their total cost of ownership. Toshiba America Business Solutions created Encompass, the industry's most comprehensive document management and output analysis program, to address these problems.

Encompass uncovers the hidden costs associated with copiers, printers, scanners and fax devices, as well as the use of inefficient and costly manual-based document production procedures. What Encompass could do for you...

- Implement an effective strategy to increase business productivity
- Improve employee and operational efficiency
- Reduce document production and management costs by up to 40%

## About Toshiba America Business Solutions

Toshiba America Business Solutions Inc. (TABS) manages product planning, marketing, sales, service support and distribution of copiers, facsimiles, multifunction printing products, network controllers, and toner products throughout the United States, Mexico, Latin America, and the Caribbean. Headquartered in Irvine, California, TABS has four divisions: the Electronic Imaging Division; the Toner Products Division; the Document Solutions Engineering Division; and TOPAC U.S.A., Inc., dba Toshiba Business Solutions (TBS), a wholly-owned subsidiary corporation of TABS, that operates a network of wholly owned office equipment dealers throughout the United States.

Named the most favored manufacturer seven times by the Business Technology Association (BTA), Toshiba's entire product line, customer support and marketing distribution policies are markers for the industry. Among the many other awards garnered in recent years, Toshiba was named the "Copier Manufacturer of the Year" six times by the Marketing Research Consultants (MRC), and has twice been named to the CIO 100 for being among the top 100 "bold" (2005) and "agile" (2004) companies in the world. TABS is an independent operating company of Toshiba Corporation, the sixth largest electronics/electrical equipment company and the world's 72<sup>nd</sup> largest company in terms of sales. Ranked by *Fortune* magazine as the ninth Most Admired Electronics Company in the World, Toshiba Corporation is a world leader in high-technology products with more than 300 major subsidiaries and affiliates worldwide. Fiscal year revenue in 2004 was approximately \$55 billion.

Find out more at [www.copiers.toshiba.com](http://www.copiers.toshiba.com) or call 1-800-GO-TOSHIBA

- Toshiba's Encompass Document Analysis Program
- Toshiba copier, facsimile, multifunction printing products, and network controllers
- Toshiba toner and supply products

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