



Xerox UK
Leeds, England
www.xerox.com

Industry:
Professional Services

Employees:
80

Oracle Products & Services:

Oracle On Demand
Oracle Financials
Oracle Procurement
Oracle Order Management
Oracle XML Gateway
Oracle Discoverer

Implementor:
Oracle Consulting

“Oracle On Demand boosts our competitive advantage by enabling us to offer world-class technology, unrivalled performance, and lower cost of ownership for customers’ business-critical operations.”
– Julie Hesselgrove, iON
Transformation Manager, Xerox UK

Xerox Uses Software as a Service to Meet Contractual Obligations and Optimize Client Value

Global document management leader Xerox heads up iON, an association chosen by the U.K. Department for Work and Pensions (DWP) as its chosen partner for the provision of print and related services. The contract, worth US\$750 million over seven years, covers over 1,000 offices across all of DWP’s businesses including Jobcentre Plus, Child Support Agency, Pensions, Disability, and Carers Service, and DWP Corporate Services.

Challenges

- Go live, deploy, and roll out solution within tight timescales
- Ensure 100% up-time and rapid user response times
- Gain the scalability to transact increasing volumes of sales orders, purchase orders, and supplier invoices throughout the life of the contract and add new services as required by DWP
- Avoid up-front capital outlay for hardware and facilities and minimize operating overhead to provide best value for DWP

Solution

- Deployed an Oracle-based infrastructure and processes to make all print and associated services available to DWP staff via a single point of contact
- Built back-end processes on Oracle E-Business Suite and interfaced with DWP’s e-procurement system to create a complete, seamless, automated, workflow-routed solution
- Leveraged expertise of a cross-functional team from Oracle Consulting, Oracle On Demand, and in-house resources to implement, go live, and service roll out to thousands of staff
- Ensured continuous uptime and unrivalled performance levels with Oracle On Demand’s world-class hosting facilities and proactive 24/7 system management
- Maximized operating efficiency through timely system updates, refreshes, and patch downloads
- Handled significant growth in transaction volumes and services provided to DWP without having a negative impact on system performance
- Created blueprint for cost-effective, end-to-end procure-to-pay solution that can be used to bid for other public sector contracts