



Introducing **Managed Document Services**

All organisations need to handle information and documents. By optimising these processes, you can save money, work more efficiently and improve your customer service.

NASHUA 

Saving you time. Saving you money. Putting you first

What is MDS?

Managed Document Services (MDS) is an approach that analyses all of an organisation's processes and workflows for handling documents. Working with a partner such as Nashua, MDS can transform how you manage information.

With MDS, you can outsource document management and printing functions, while still retaining control over quality, performance and cost. MDS covers the entire document lifecycle, including: capture, management, indexing, output and archiving.

Save money, improve efficiency and meet green targets by reducing your paper usage and energy consumption.

[According to Gartner, **30%** of an organisation's overall print costs can be saved by managed programmes]

With a well-managed print environment, you can improve customer service and productivity.

When Nashua undertakes an MDS project, we look at the overall picture of how an organisation handles information flow. We look at workflows and processes, both paper and electronic. Typically, these are business-critical processes that have a direct impact on you and your interactions with customers.

The MDS approach optimises processes, and where possible converts existing paper-based workflows to digital.

A continuous improvement methodology ensures that everything is evaluated and measured regularly – and that changes can be made to improve processes wherever possible.

With Nashua, every MDS programme is individually designed and costed to meet each customer's unique requirements.

Nashua has the experience, the people and the technology resources to ensure MDS is a success, whatever the size of your project.

- ## 5 STEPS
- Nashua's MDS process**
- #1** Discover
 - #2** Design
 - #3** Implement
 - #4** Manage
 - #5** Enhance

MDS benefits

- Save money
- Cut energy consumption
- Improve efficiency
- Enhance customer service
- Manage cost recovery
- Reduce environmental impact
- Cut consumables usage
- Minimise capital expenditure
- Simplify management
- Improve security
- Increase staff productivity
- Improve document
- Tighten up printing control
- Increase transparency

“Nashua’s system now handles around 65,000 invoices per month in accounts receivable, and about 20,000 per month in accounts payable. All of these are securely processed and backed up, with no risk of losing paper documents. It is exactly what the business needed.

- Vincent Kelly, Senior Application Developer
Avis Fleet Services

MDS benefits

MDS can deliver many benefits to your organisation – and Nashua will ensure you make the most of all the available opportunities for improvement, both now and in the future.



Financial savings

Capital expenditure can be minimised or eliminated completely, with costs shifted to operational expenditure. Everything can be measured, ensuring tight control of spending and provable return on investment (ROI).

By moving to an MDS solution, you can cost-effectively refresh your printing estate and reduce the number of devices – while still giving your staff all the features and functions they need.

An area sometimes overlooked is cost recovery. With as much as 80% of printing, photocopying and phone calls done on behalf of a company's clients, how can you recharge these costs?

An automated disbursement recovery system can track expenditure and provide evidence to clients, ensuring the expense can be charged back.

Process improvements

MDS simplifies management and improves visibility. Nashua provides comprehensive monthly reports that include analysis of performance against service levels, consumables usage, trends in service calls, and recommendations for any new or replacement equipment. We also suggest a monthly meeting with the client as standard.

By improving your processes and information management, your staff can access documents in seconds and share them with colleagues, wherever they are located.

Productivity is improved, as devices are always fully operational and ready to go.

Document security can be improved, for example by replacing paper storage of documents with electronic versions – which can be secured and backed up regularly.

With more responsive and more effective systems, you can improve customer service and competitiveness.



Green IT & compliance

MDS can substantially reduce the environmental impact of an organisation's printing, with lower consumption of toner, paper and energy.

We supply eco-friendly hardware and have developed sophisticated green technologies and policies. These include quick start-up, allowing a device to wake up rapidly from sleep mode, and e-toners, a carbon-neutral biomass toner that uses plant-based resins and requires less petroleum than conventional toner.

Automatically-enforced policies can include printing emails in monochrome and displaying warnings where duplex should be selected. Our device management tools and desktop widgets can encourage changes in user behaviour to cut down on printing and consumables usage.

MDS can also enable you to manage policies to ensure compliance with all relevant regulations, such as the Access to Information Act, and to ensure your document management is rigorously controlled. The correct MDS software lets your users enjoy the flexibility and cost benefits of pull printing, while maintaining document security at all times.



We looked at various solutions, and there are many, but we couldn't find anything that was quite as effective as the solution that Nashua could offer.



- Linda Ingram, Operations Director
Open Learning Group



Nashua's capabilities in MDS

Nashua is the largest provider of corporate printing solutions to the Southern African market. We are set apart from our competitors by a 'lifetime customer' philosophy, which has ensured that Nashua has held the number one position in Southern Africa for 25 years.

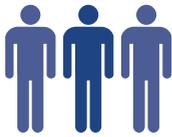
As well as print services, Nashua has provided document software solutions since 2001, specialising in electronic document capture, electronic document management, records management, business process management and print and copy cost recovery.



Technology

Nashua works with technology partners from around the world. We rigorously select the right companies and the right technology that work together to provide effective MDS solutions.

Our partners' experience and product development programmes mean that we can offer the best solutions for our customers: the most advanced hardware, the best services, and the most effective software. We apply our expertise and knowledge of each customer's unique requirements to make sure we always provide the right solution.



People

To deliver MDS solutions effectively, a vendor must have a big presence in a region. Nashua achieves this throughout Southern Africa, with more than 60 sales and service centres that deliver local service and support – all closely managed by our central team.

We make sure that the right people are available to meet your needs, throughout the contract. For many of our customers, this includes having a permanent on-site presence – making sure everything goes smoothly and equipment is always maintained, stocked and ready to use.



Process

Initially, Nashua engages with customers to audit their existing business processes, and to determine where workflows can be made better and efficiencies gained. Whether it is document scanning, printing, workflow management or print security – we can evaluate where improvements can be achieved.

Once revised processes are in place, we monitor everything remotely with our ProAct fleet management solution to ensure it is all running smoothly, including automated meter readings and service billing. We pro-actively spot any potential problems, and effectively manage any service incidents and maintenance problems ...

If you're about to run out of toner, we'll know before you do - and make sure there's a replacement in stock.

36 franchises
60+ points of representation
800 technical support staff
in Southern Africa

Nashua can deliver and support an MDS solution wherever you are.

The analyst view

IT analyst IDC reviewed document processes, and their findings demonstrate why all business should consider an MDS solution:



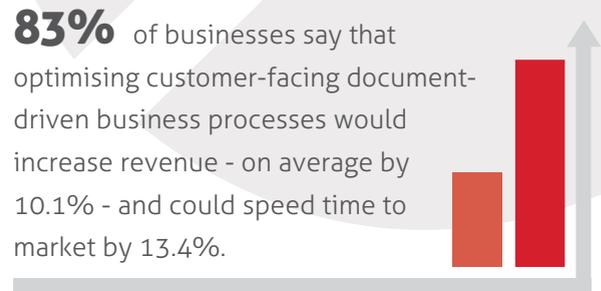
One third of existing document-driven business processes are defective.

75.9% of companies have experienced significant business risks and/or compliance incidents and suffered severe consequences due to broken document processes.

24.9% of businesses lost major customers due to failings in document processes.

Improving document-driven processes increases top-line revenue and reduces bottom-line costs ... a win-win.

There is no downside to investment, but companies need to act now.



83% of businesses say that optimizing customer-facing document-driven business processes would increase revenue - on average by 10.1% - and could speed time to market by 13.4%.

86.6% of businesses say that addressing inefficiencies in non-customer-facing processes reduces operating costs, on average by **8.3%**

Document-driven business processes have a strong impact on strategic, top-line growth objectives.

“ I was impressed how their consultants understood our business and took time to look at ways to help maximize what we were going to get from the solution.

- Linda Ingram, Operations Director
Open Learning Group

“ The solution has helped us bring our expenditure down by 40% in terms of the total cost of printing. Our filing costs have been reduced to around 15% of what they were, due to space that we've managed to re-allocate for offices.

- Vincent Kelly, Senior Application Developer
Avis Fleet Services



Nashua's MDS Process

#1 THE CONSULTANT

First, we want to fully understand your document environment.

We'll audit the devices, map the usage, and figure where the costs are coming from. We'll plot your workflows and examine any bottlenecks.

This provides a baseline performance, something we can hand to ...

#2 THE ARCHITECT

We want to create a sustainable solution, one that recognises today's challenges but plans for a better future.

Our design team will create a new workflow and new business processes for your document management.

But a plan is nothing if it can't be implemented correctly ...

#3 THE PROJECT MANAGER

We have 40 years' experience building enterprise solutions for South African customers.

It is not enough to drop in a solution – though we'll work through the night to make sure it's right, we recognise this is a change management project.

We'll be there to guide your staff, with training and support, every step of the way...

#4 THE SUPPORT TEAM

And that support continues after the new solutions are in place.

Working together, we'll put in place print policies and SLAs that are right for your business; we expect you to hold us to them. To do that we insist on real-time reporting and a structured approach to account management.

You'll have the appropriate support, when you need, where you need it ...

#5 THE INNOVATOR

Document management is not an off-the-shelf solution. This is an on-going cycle of monitoring, change and improvement.

You'll need someone to make the case for change, fighting your corner. Allow us ...

