

# Service a Hybrid Workforce

Print operations move into the cloud.



## CHALLENGE

To support the adoption of a flexible and remote workforce, a Fortune 500 pharmaceutical company needed reliable print and document services extending beyond the corporate headquarters.

They were looking to maintain or improve end-to-end print continuity, brand compliance and speed to market by utilizing advances in technology.

## SOLUTION

A highly scalable and robust print supply chain made possible with:

- Our best-in-class cloud print services supported by our robust Nationwide Production Network.
- A central source Web-to-Print (W2P) portal and catalog for document management and fulfillment.
- Color consistency across print centers.
- Essential production managed by Xerox including an onsite skilled Document Advisor to handle workflow and customer support.
- Distribute-and-print fulfilment of an expanded range of print products and services.
- Deliver-to-your-door or ~850 local pickup sites nationwide.

## RESULTS

The company achieved:

- Rightsized variable cost model for print services without fixed costs.
- The ability to pivot quickly when demand and conditions change.
- Paying only for what the sales and marketing department required.
- Visibility into company-wide print spend for data-driven decisions.
- 24/7 online access for the entire workforce to corporate-approved print services.
- Personal and automated services from a trusted partner.
- A high level of brand control.
- Strong service levels.
- Reduced shipping time and costs for orders produced in the network.
- Speed to market and ability to meet SLAs.
- Business continuity through redundant systems.

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