

“We have a single vendor with a single solution and a single support model worldwide. That gives us visibility across the entire company in terms of print management, so we’re able to analyze our print costs and create solutions for future savings.”

—Stephane Amicarelli  
Enterprise IT Vice President  
CGI



### Our Challenge

“We were facing the end of our contract with our North American managed print provider and a lot of our printers were end-of-life. The rest of our global operation managed print locally, purchasing their own printers or signing contracts with various vendors. We knew we could gain significant savings if we enhanced our Managed Print Services (MPS) solution in North America and extended it across CGI worldwide.”

### Our Solution

“We implemented a global Xerox® Managed Print Services solution that has reduced our costs and made our print operations much more efficient. We can look across the entire company and see what our print costs are, then analyze our spending to create additional savings. We have an enabler to manage and reduce costs and Xerox is there to support us worldwide.”

### Our Results

- Projected cost savings of \$6.5 million over five years
- Centralized management and support of print operations across North America, South America, Europe and Asia-Pacific
- Optimized printers, copiers and fax machines with energy-efficient multifunction devices
- Greater consumables management, environmental efficiency and savings on a global scale
- Visibility into enterprise-wide devices and usage to drive further cost reductions
- Deployment of secure user authentication in select regions

“We made sure each business unit was involved and that we understood their requirements and identified their costs up front. We’re delivering on those requirements and the savings are definitely coming through.”

—Fiora Miceli  
Global Program Manager  
CGI

## CGI: Global Deployment of Standardized MPS

CGI, one of the world’s largest independent IT services providers, offers unrivaled expertise in technology and business processes. So when the company needed to upgrade its own technology and processes for printing, they knew what to do: define requirements up front, engage key constituents and implement enterprise Managed Print Services (MPS) with an industry leader—Xerox.

### Discovering a World of Savings

“CGI runs via a disciplined management approach to ensure we are maximizing internal efficiencies and costs to turn those savings into building out the services and solutions that best support our clients,” explains Stephane Amicarelli, CGI Enterprise IT Vice President and the MPS executive sponsor. “As such, we wanted to reduce our print expenses across the company. We were reaching the end of our relationship with a managed print vendor in North America and, following a large European-based acquisition, we wanted to maximize costs across our new operations, which had managed printing locally.”

“We knew there were savings to be had with a global managed print solution. We chose Xerox to help us identify those savings and deploy the solution.”

Step one involved replacing CGI’s end-of-life North American print infrastructure and processes with Xerox® Managed Print Services. Step two extended MPS across the global enterprise. Says Amicarelli: “We’re delivering standardized MPS globally, with a single strategic partner that deploys and manages

devices and services worldwide. We’re extremely happy with the partnership.”

### Cutting Costs Today, Controlling Costs Tomorrow

Even before full implementation, MPS was delivering on promised savings of 25 percent. According to Fiora Miceli, CGI Global Program Manager:

“We clearly identified all costs up front, so we haven’t had any add-ons. I’ve seen the numbers, and the savings are definitely coming through.”

“We also have more efficient issue resolution and better visibility across the entire company on print management,” adds Amicarelli. “Today, we have reports on usage and volume to see where we’re making good use of print devices and where we’re not.

“I can say, ‘I want to bring costs down by 10 percent or I want to launch cost-saving initiatives.’ I didn’t have that capability before.”

### Groundbreaking Collaboration, Open Communication

The keys to CGI’s rollout? Executive sponsorship from the start, engagement of the firm’s global Chief Information Officer and regional CIOs, and constant communication.

“We had a lead in each country who took a very hands-on approach,” Amicarelli states. “Through a carefully managed governance process, we made sure that issues were discussed regularly and addressed promptly.”

Consequently, says Amicarelli:



“We were able to roll out the North American solution and at the same time build a pilot scenario in Europe for the global rollout, on time and on budget.”

A cornerstone of the project was the configuration of a full “model office” in the Netherlands. Using a joint team, every device in the CGI environment was tested to verify the performance of mission-critical applications. It also allowed the team to fully rehearse delivery and back-end support processes.

### Centralized Support, Widespread Efficiencies

Device maintenance and support are also centralized, managed by Xerox Global Operations centers in North America and Europe.

Concludes Amicarelli:

“It’s all about partnership and having the right people on both sides of the team. That’s how you ensure efficient problem resolution and smooth delivery.”