

WELCOME ADDRESS

“PASSION FOR PRODUCTIVITY”

Mr Bert Wong
CEO

Fuji Xerox Singapore Pte Ltd



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**WORLD'S FASTEST WIDE FORMAT
PRINTER**

SERVICE

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1:1 MARKETING

CLOUD

DATACENTER SERVICES

SOLUTION



Valued
Customer



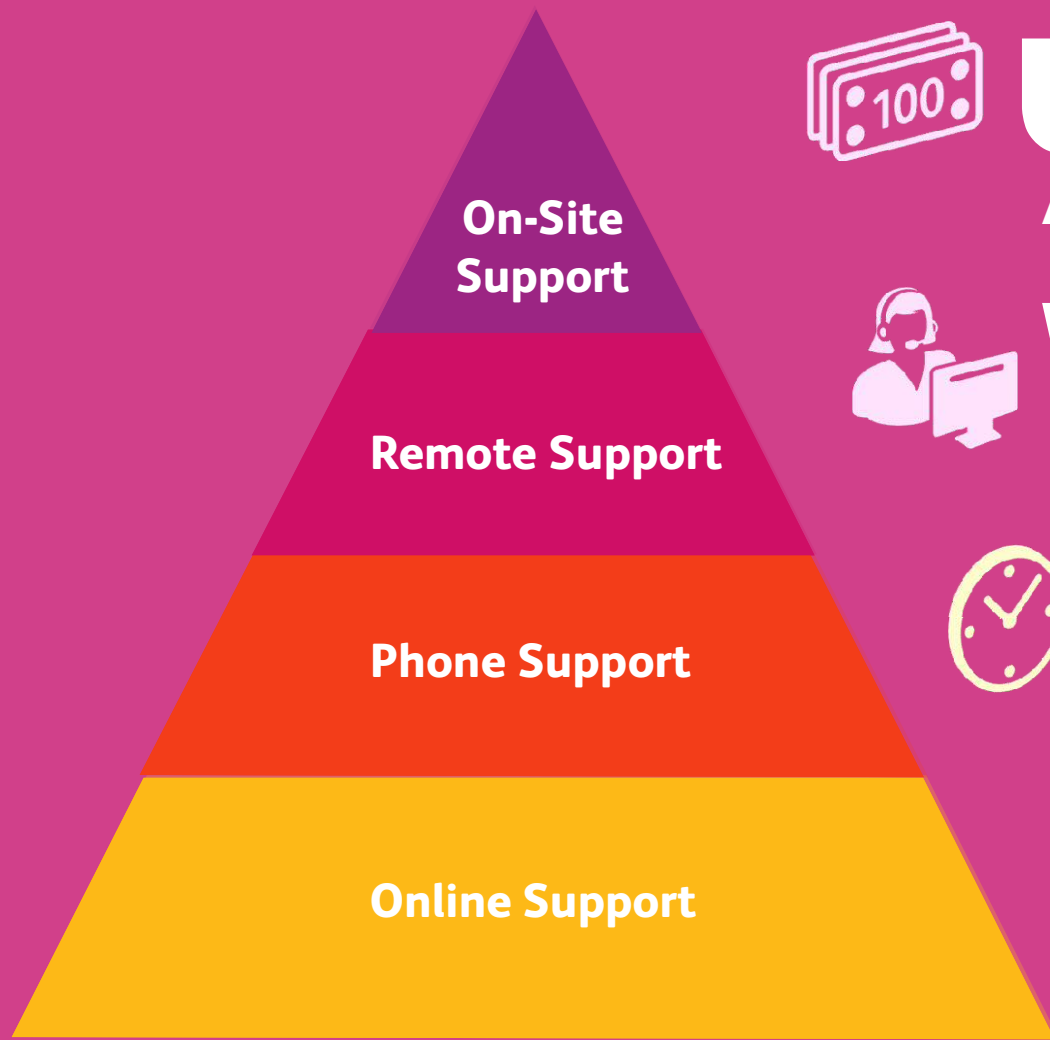
CUSTOMER DREAM SERVICE



Fuji Xerox



Call Center



US\$15M

Annual investment



World-Class

e-support infrastructure



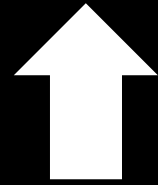
60% of customers leverages on esupport for

Quick Resolution

Maximise business uptime

Customer Support Framework

30% Improvement in uptime



Fuji Xerox sees the future in printer data

It analyses information to predict breakdowns before they happen

By GRACE CHNG
SENIOR CORRESPONDENT

BREAKDOWNS of printers can be frustrating and costly, especially for high volume commercial printing companies.

That is why leading printer company Fuji Xerox is now analysing printer data to provide better customer service.

The service, which aims to predict faults before they happen, is to prevent downtime for high volume printers, said Mr Bert Wong, managing director of Fuji Xerox Singapore.

It has helped high volume printers such as local firm Eazi Printing avoid suffering costly downtime.

Said Eazi Printing owner Ivan Tan: "We've benefited

from Fuji Xerox predictive monitoring services. Our production downtime has been reduced by about 20 per cent to 30 per cent because the system can detect the faults before they happen."

"This predictive diagnostics is very important because we provide on-demand printing business, where on-time delivery of printed materials is very important."

The service was piloted in Singapore from December last year to March. It is being rolled out across the Asia-Pacific now.

It complements Fuji Xerox's electronic partnership broadband network introduced in 2011 to offer monitoring of printer faults, the level of consumables and billing

printer devices.

Said Mr Wong: "As a result of this network, the company did not have to hire extra support engineers. The existing support staff underwent more training, enabling them to provide more sophisticated and complex support functions during on-site customer visits."

The printer company started providing an e-support platform in 2010. This freed up technicians, redeployed to provide a new technical support service aimed at small and medium-sized customers.

"This helped us generate new revenue and achieve a 15 per cent improvement in customer loyalty."

Customer satisfaction also went up by 6 per cent in a study by consultancy Market Probe Asia-Pacific, he added.

The success of its e-service scheme has emboldened the company to provide sophisticated document management solutions for customers.



Mr Bert Wong says predicting faults before they happen will prevent costly downtime for high volume printers. PHOTO: FUJI XEROX

At Tan Tock Seng Hospital, it has designed a document portal which is a repository of all forms used there. "Filled forms are scanned and digital-ly archived which makes information retrieval easy. In the

past nurses took about three to four days to find a form. Today this process is almost instantaneous." Fuji Xerox hopes to introduce this system to hospitals in other countries. chngkg@sph.com.sg

>700 Staff Trained





400% ↑

Customer Compliments



I have a feedback for john boon who has been helping me to resolve one of my printer issue thru phone assist. He was very kind and also has good patient too, I was having difficulty with one of the error code which I can't clear it. So I decided to give him a call to see whether I can get his assist to minimize my trouble of locating where went wrong. It was really a pleasure to talk to him and also he guided me the right procedure to check on that particular area and issue was resolve in a short while. This is a good service I have receive from him thanks john.

– COS Printers



I must say that your company Fujixerox has 3 excellent staffs. Please convey these compliments to Daron Poon, Eric Chen & Simon Gee.

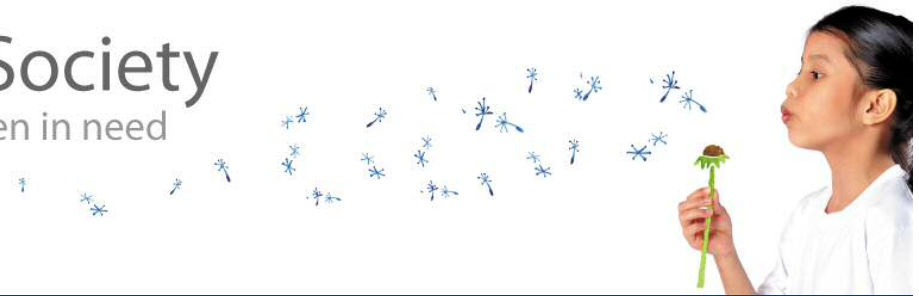
I have been a loyal customer to you for the past 10 years. The only reason I'm still buying machines from you even though I have been approached by some competitors of yours and offering better and lower copy charge is the support and after sales service by your staff especially the 3 of them.

- The Perfect Choice @ Siglap



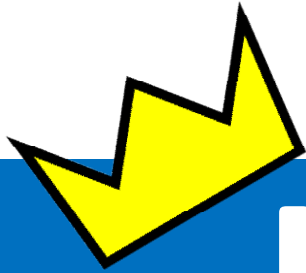


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