



## National Client Case Study



A Xerox Company

## Managed Print Services



### The Customer

An entrepreneurial company, Prospect Mortgage is growing at a time when other lenders are shrinking and closing. The business model was formed during a challenging market, so they know what it takes to survive and meet customer needs during these tough times.

Prospect Mortgage is backed by [Sterling Partners](#), a leading private equity firm with over 25 years of experience partnering with companies to build market-leading businesses and generate superior returns.

“SoCal Office is like an employee that is not on the direct payroll...they are a true asset to Prospect Mortgage.”

- Cameron King, CIO, Prospect



### The Challenge

Prospect Mortgage is an organization comprised of a variety of acquired National Mortgage Companies and Management teams merged and tasked to streamline internal processes to meet the demanding needs for their core business – Mortgage Loans.

The goal for GIS/SoCal Office Technologies was to identify current challenges and objectives in managing all the output devices from costs, usage and operational impacts. To complete this process from both a local and national standpoint while bridging the gap and setting the format and communication lines between the various management teams - Legal, Contracts, Finance, IT, Facilities, and Local Branch Managers to assist with these goals.

In addition, GIS/SoCal Office Technologies were asked to provide an immediate solution to assist with current daily needs – Branches having inadequate technology, relocations and new Branch openings.

## The Solution:

GIS/SoCal Office Technologies began the full Revolutionary 360 Assessment - Encompassing auditing the complete technology assets nationwide utilizing 5 core principles:

**“Define”** - Prospect Mortgage Objective and Goals were clearly defined.

**“Measure”** - Establishing a baseline measure to meet Prospect Mortgage Objectives.

**“Analyze”** – Through utilization of integrated tools, actionable items were established for true workflow optimization.

**“Improve”** – Clear identifiable opportunities were established from hardware to sustainable practices.

**“Control”** – An Action Plan was arranged for periodic reviews allowing for continuous improvements.

For immediate day to day needs, a clear “print policy” was established for consistent solutions to meet a standard of needs for various locations and branches.

## About Global Imaging Companies

GIS Companies are locally operated. They sell and service Document Management systems including printers, copiers and multifunction devices; network integration services; software solutions; and electronic presentation systems. GIS has more than 200 offices located throughout the continental United States.

Global, as an independently operated subsidiary of Xerox Corporation, offers a unique go-to-market strategy and customer experience. Each Global company: Offers the full line of Xerox office systems, software, supplies, as well as multi-branded document management solutions. Leverages contracts between national accounts and technology manufacturers. Manages all aspects of the customer relationship including sale, installation, training, product support and service. GIS’ personnel are directly trained by Xerox and the respective manufacturers they represent.

## The Results

- Project #1 provided an immediate reduction in expenses of 30 % for all document output devices – Optimized the asset management and workflow at Corporate Office.
- Introduction of Solid Ink Technology to reduce Color Print costs and provide Sustainability impacts...
- Implemented managed print services program to provide full on-going GIS360 revolutionary assessment for Costs, Usage, Asset Management and Operational impacts as a Prospect Mortgage Partner.
- Project # 2 provided an additional reduction of 25 % in expenses related to Competitor MFP contracts and Managed Print Services across an additional 110 location nationwide.
- An additional 2 Million images from MFP’s and 2 Million Images from Desktop Printers were consolidated to a single invoice at a pooled reduced cost per page.
- State of the art technology, Right sizing of Branches and Scanning Solutions of Loan Documents were implemented.



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