Toshiba: End-to-End Document Output Management, Software, And Imaging Solutions

Toshiba America Business Solutions (TABS) is an independent operating company of Toshiba Corporation, a global Six Sigma corporation and one of the leading technology companies in the world. With a technological heritage that dates back more than a century, Toshiba delivers leading-edge document management and document imaging solutions. From analysis tools that provide companies 20/20 visibility and command of their document production environments and software solutions that enable more effective distribution, management, and organization of intellectual and digital assets, to award-winning multifunction products (MFPs) that provide all-in-one copy, print, fax, and scan capabilities, Toshiba delivers breakthrough solutions engineered to drive better performance, streamline business processes, and effectively reduce costs.

Bottom-Line Performance And Document Production, Management, and Output

Understanding your document production infrastructure can no longer remain a goal within your company – it must become top priority. In the face of an unpredictable economic environment, companies must employ every method to improve financial performance and business productivity, as well as control expenditures. Unfortunately, many CFOs resort to standard cost-cutting activities, while their companies continue to lose millions of dollars due to poor management of their document production environments.

According to analyst research, companies spend anywhere from 5 to 15 percent of annual revenues in document-related activities. Gartner Group reports that a document is copied, either physically or electronically, an average of nine to 11 times at a cost of about $18. Companies cannot afford to ignore the effect the proliferation of paper-based and electronic documents can have on your company’s bottom-line performance.

Whether you’re a CFO for a small to mid-sized company or a Fortune 500 global giant, you simply can’t afford to ignore the effect the proliferation of paper-based and electronic documents can have on your company’s bottom-line performance.

Encompass - Closing the Loop Between Document Production, Management, and Output

To help companies regain control of their document production environments, improve productivity, and uncover a wealth of “hidden” cost-saving opportunities, Toshiba has developed a powerful new document management and output analysis (DMO) program named Encompass™.

Designed to demystify the complex area of DMO, Toshiba’s Encompass program integrates Toshiba core competencies with the renowned Six Sigma DMAIC methodology (define, measure, analyze, improve, control) to clearly identify costly or underutilized output equipment fleets, inefficient processes, and other cost drivers (see Figure 1). By leveraging the Six Sigma DMAIC process, Toshiba expert consultants help companies analyze their total document infrastructure, capture accurate and timely data, and dramatically reduce their document output costs – by up to 40 percent.

Encompass enables companies to implement business process improvements to sustain long-term cost savings by providing a 360-degree view of document output expenditures in the areas of:

- **Equipment Fleet Utilization**: Asset/vendor inventory and usage, current technology, operating costs, leases and invoices, transaction costs, support, procurement and outsourcing costs, and user satisfaction;
- **Document Lifecycle Costs**: Creation, storage, retrieval, distribution, and disposal, as well as workflows, bottlenecks, and processes impacting expenditures; and
- **Business Continuation and Compliance**: Disaster recovery and governmental regulatory issues.

The Encompass Process

Taken as a whole, the Encompass process identifies the “as is” state, the desired “to be” state, as well as the
specific steps required to achieve the desired outcomes. The Encompass process includes:

**Define**
During project definition, Toshiba consultants work with companies to understand and outline their document infrastructure goals and objectives, determine a project team, and establish a targeted timeline.

**Measure**
Key variables that affect the cost and performance of the document imaging fleet are recorded during the measure phase. Encompass captures more than 30 separate attributes on each individual asset. Additionally, critical and costly document workflows are identified.

**Analyze**
Through a detailed analysis and assessment, Toshiba allows companies to see the whole picture of their document production environments and presents the findings, recommendations, and custom solutions in a comprehensive Encompass Document Analysis Report (DAR). The Encompass DAR provides a rich and detailed picture of current total cost of ownership, equipment utilization, current technologies, and inefficient work processes.

**Improve**
The Encompass analysis and report also establishes a blueprint for improving the current document production infrastructure and helps companies attain key optimization objectives for significant costs savings. Implementation of the recommendations is often time-phased, targeting low-hanging fruit for immediate action and developing change management strategies for long-term continuous improvement.

Encompass improvement strategies typically incorporate one or more of the following:

- **Fleet Optimization**: Reduce consumables and operating costs by “right-sizing” equipment fleets, consolidating vendors and invoices, redirecting copy/print jobs to the most efficient devices, and reducing the amount of IT support required;

- **Print Rationalization**: Increase control over the document production environment by reducing the number of pages printed enterprise-wide, and promote the most effective utilization of existing fleet equipment; and

- **Process Re-Engineering**: Establish a more effective digital document workflow and infrastructure to improve employee productivity and reduce network bottlenecks.

**Control**
With Encompass, companies gain unprecedented control of document infrastructures with the ability to sustain improvement initiatives for long-term success and profitability. In addition to regular account reviews, Toshiba consultants work with companies to implement a variety of control mechanisms that include benchmarking, print-tracking deployment, and management software.

**Streamlined Business Processes and Workflows to Meet ROI Goals**
Research has demonstrated that the hard costs of copiers, printers, MFPs, paper, and supplies make up only 10 percent of the total cost of a company’s output. The other 90 percent is almost entirely attributed to manual document management processes involving a company’s most valuable asset – its workforce (see Figure 2).

Toshiba offers document management software solutions that seamlessly combine Toshiba e-STUDIO MFPs with powerful software solutions to help companies effectively distribute, manage, and organize their documents. In addition, Toshiba software solutions enable companies to gain return-on-investment savings in a number of ways.

On a base level, they enable companies to implement simple and effective cost-saving measures. For example, a company initiates a Toshiba solution to electronically scan and archive years of historical information, effectively reducing the need for costly steel file storage cabinets and eliminating expensive office space.

In addition, Toshiba software solutions enable companies to establish and initiate business process improvements enterprise-wide, re-engineering document workflow to create a far-reaching impact on overall profitability. When the time it takes to execute daily business activities, such as filing volumes of paper documents, is reduced by half,
employees can dedicate more time to higher value business activities.

**Toshiba’s e-STUDIO Line: State-of-the-Art Digital Document Imaging Technology**

Toshiba offers the award-winning e-STUDIO multifunction system—a sophisticated, high-performance digital imaging line that offers standard copying features integrated with an array of optional network print, fax, and scan capabilities, combined with industry-leading image quality.

The e-STUDIO line enhances overall business productivity and reduces costs with all-in-one features, such as scan once/copy many, scan-to-file, scan-to-email, walk-up, and network or Internet fax. By combining functions traditionally offered in separate copiers, printers, facsimiles, and scanners into one highly versatile device, the Toshiba e-STUDIO line enables companies to consolidate the number of output devices plaguing their production infrastructures and burdening networks, and reduce the size of output equipment investments. In addition, the Toshiba e-STUDIO MFP line supports a number of operating systems.

**The e-STUDIO Value Proposition**

Compare the traditional model of document production and distribution in an ordinary corporate office with a new model made possible by an e-STUDIO MFP. A document is created and sent to an employee’s email inbox. The employee launches the document and sends it to a desktop inkjet printer to be printed, but then takes the same document and places it on the copier to make 10 copies for everyone in the department. That same document is then placed on a fax machine to be sent to a satellite office in another city and then is filed in a manila folder for records. Wasteful processes such as this help drive the cost of document management and output to as high as 10 percent of a company’s annual revenues.

To reduce document production and processing times, associated human labor, and operating costs, companies can utilize a single, feature-rich e-STUDIO MFP. Unlike other legacy system printers, the e-STUDIO MFP can facilitate a myriad of document production and distribution activities. For example, an employee can send a document directly to a network-connected MFP for printing, and at the same time scan and send the document to a designated list of email addresses throughout the company, fax an associate in London, and make copies. Documents sent to the e-STUDIO MFP also can be stored for copying, printing, faxing, or scanning at a later date.

By delivering a full set of productivity features in one system, the e-STUDIO line dramatically reduces the total cost of ownership compared to the purchase price of a separate copier, printer, facsimile, or scanner unit, as well as optimizes and streamlines document production and distribution.

**“Don’t Copy. Lead.”**

“Don’t Copy. Lead” is not just an advertising tag line; it’s a corporate mantra at Toshiba. It is the statement behind the company’s product innovations, which have garnered more than 150 industry awards and a commitment to quality that has enabled Toshiba Corporation to earn the distinguished recognition of being named one of Fortune’s 2002 Global Most Admired Companies. Named the most favored manufacturer in seven of the past eight years by the Business Technology Association, Toshiba’s entire product line, customer support, and marketing distribution policies are a marker for the industry. Among the many other awards garnered in recent years, Toshiba was named the Copier Manufacturer of the Year by the Marketing Research Consultants in 1997, 1998, 2001, and 2002, and received the CIO Web Business award for its leading-edge intranet site in 1998, 1999, and 2000.

From MRI technology, the world’s most popular laptop computer to revolutionary document management and digital imaging solutions, Toshiba has been changing the way people live, work, and play for more than 125 years.

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**Endnotes**