Keep business running smoothly, securely, seamlessly.

Every business needs an IT partner they can trust to deliver a bespoke solution that enables its people to work smarter, achieve more and collaborate from here, there and everywhere. With Xerox, you get a dedicated team of local experts backed by the power of a leading global brand. A team that pushes the boundaries of what's possible to build and support a technology ecosystem that alleviates your pain points today and gets you where you want to go tomorrow.
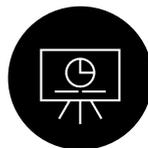
CRAFTING THE TECHNOLOGY ROADMAP THAT'S RIGHT FOR YOU STARTS WITH A THOROUGH UNDERSTANDING OF WHERE YOU ARE TODAY. OUR THREE-PHASED PROCESS MAKES IT EASY.

1. Discovery & Engagement

Before we even begin to talk about phone, connectivity, infrastructure or help desk, we work with you to understand the outcomes you want to achieve and what your customers, users and leaders expect. What are your goals?

- Improve collaboration between remote teams
- Reduce costs
- Improve customer service
- Adapt to changing culture

2. Landscape & Trend Mapping

Where are you compared to competitors? We can keep you apprised of what similar organisations are doing and map your progress in your transformation journey. We'll share:

- Key trends that may affect your transformation strategy and planning
- Actions other forward-thinking companies are taking to enhance employee and customer experiences
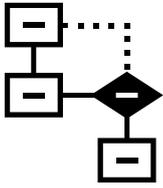- Recommendations for how you can create a more agile workplace

3. Readiness & Barrier Assessment

You know your goals, but do you know what's preventing you from achieving them? We work with you to amplify what's working in your favour and reduce what is holding you back. Together, we'll examine:

- Risk adversity
- Technical debt
- Budget planning
- Current contracts and investments
- Legacy systems

Xerox™

Our approach keeps your needs front and centre.

Once we understand your goals and barriers, we're able to hit the ground running with an eye on the big picture while leaving no detail overlooked across every phase.

DESIGN

Our IT experts do a deep dive into your existing setup, requirements and goals to design a custom-made solution that:
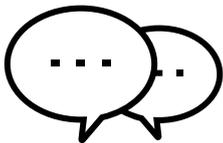
- Optimises your infrastructure and the power of the cloud
- Ensures anywhere, any-device enablement
- Enhances security via multi-factor authentication, firewalls, antivirus software and more
- Reduces technical debt and fragmentation, ensuring systems work together
- Increases resilience and disaster recovery preparedness
- Is scalable to fit changing needs quickly and efficiently

DEPLOY

To ensure a seamless deployment with no surprises, we provide:

- An architect-led and peer-reviewed solution
- A detailed scope
- A dedicated project manager from the beginning
- A fixed price
- Full documentation

SUPPORT

To help you get the most from your custom solution, you can expect:

- A dedicated service delivery manager focused on continuous improvement
- Established and agreed-upon roles and responsibilities
- Adherence to ITIL standards
- Full system monitoring 24/7
    - Automatic patching during non-working hours
    - Full transparency (IT service management platform where you can see every ticket, SLA performance, status) – we are a true extension of the team
    - Personal service close to the point of need (we're in your geography, time zone)

IT impacts every aspect of work and is essential to how business gets done.
Get more than an IT services provider. Get a true extension of your team.
Learn more at

xerox™