

XOS Case Study

Xerox dealer XOS UK reveals the benefits of upgrading to Vantage Online

XOS UK, a leading Xerox reseller and managed print services (MPS) provider, has described upgrading to Vantage Online as painless and necessary for the company's growth.

XOS UK previously used the server-based solution Service Accent, the precursor to Asolvi's cloud-based Vantage Online solution. With market pressures mounting, they found that Service Accent wasn't efficient or versatile enough to accommodate their future success. They needed faster processes, superior reports, a clearer way of seeing information and the ability to work remotely anywhere and anytime. When Vantage Online was launched to replace Service Accent and be the growth platform they were looking for, the decision to migrate was a simple one.

"The transition was painless," says Bob Cudmore, operations director for XOS UK. "No major issues arose regarding data migration. Naturally, this was a project that needed careful management on the part of both XOS and the Vantage team, but with excellent communication and clear project goals and timelines the migration was delivered on time, on spec and on budget. Downtime was also kept to virtually zero."

Cutting out clicks

Vantage Online does everything Service Accent did, but better. Interfaces are more intuitive and about 50% fewer clicks and screens are required to complete key processes such as work control, stock management, contract administration and meter billing.

Sales order processing (SOP) and purchase order processing (POP) are quicker and easier thanks to increased levels of automation. For example, if XOS sell 10 of the same order, they no longer have to build each order manually 10 times in the system. They simply duplicate the order instead. Now a multi-machine deal takes the same amount of time to process whether it's for two or two hundred machines. Additionally, Service Accent used a more laborious "find, add" process for attaching accessories such as trays and staple sorters to an order. Vantage Online, on the other hand, produces an automated list of compatible accessories for each machine.

Meter billing is also a more streamlined process in Vantage Online, involving fewer clicks. For example, XOS can now select different invoice types and consolidate them into one, a feature that was missing in Service Accent.

In effect, XOS are experiencing the accumulated benefit of hundreds of little time-savings.

From paper-based reports to live analytics

Before upgrading to Vantage Online, XOS used Crystal Reports, which was integrated with Service Accent and displayed information on screens designed to be printed. It wasn't particularly flexible or quick and none of the data was live.

Now XOS are benefitting from a totally reimagined reporting system, with dynamic dashboards displaying key data such as volume trends, KPIs, margins, costs and profitability in real time. Having this data at their fingertips means that users are no longer required to compile as many reports. And when a report does need to be compiled to send to a stakeholder, the information is easily exported as a CSV file to Excel or other programs for further analysis.

In effect, it is lightning-quick for XOS to get the information they need, when they need it, in the form they need it in.

XOS's favourite feature: the integration with their data collection agent

Before Vantage Online, XOS weren't experiencing the full benefit of Internet of Things (IoT) connectivity. This is because the integration between Service Accent and their fleet management system, XSM, was more limited in scope. In particular, meter readings were only inputted automatically into Service Accent if they came from certain in-scope devices. For the rest of their fleet, XOS were required to manually enter the data from XSM into Service Accent.

"Perhaps our favourite single feature [of Vantage Online] is the integration with XSM, where meter readings are seamlessly transferred into Vantage Online from all our connected devices," says Bob Cudmore. "This massively speeds up our billing process."

Easier remote access

The fact that Vantage Online is a more proactive system with fewer screens, more automation and a better user interface is only half the reason XOS decided to upgrade.

The other half is that it's cloud-based. Service Accent was a server-based Windows-only application which needed to be physically installed on a computer to be accessed. While remote working solutions were available, they needed to be configured and maintained by an office-based IT team with a solid understanding of server infrastructure. XOS simply didn't have the resources necessary to do that.

As a cloud-based solution, Vantage Online eliminates IT support burdens by shifting the responsibility for maintaining the software to Asolvi. Remote working is much easier to

facilitate because there is no server-based infrastructure that needs configuring or maintaining. A remote worker is good to go as soon as they have login details.

Easier remote access has given XOS the flexibility to offer first-line assistance to customers when machine faults occur. A XOS technician can access the information they need to diagnose and remedy a fault wherever they may be and, if necessary, escalate it to Xerox. Using Vantage Online to manage reactive maintenance requests also allows XOS to branch out and service other brands.

Scope to do more

By increasing the speed and efficiency of their processes, Vantage Online has given XOS the scope to do far more for their customers than they could using Service Accent. This has made them more attractive as a dealer, inciting significant growth of their customer and machine base. They have also expanded internally, taking on more technicians to deal with the extra demand and deliver the enhanced level of service they now offer.