# Integration of the CBS system into Xerox's IT infrastructure enables IBS to streamline operations

## CLIENT: IBS LIMITED

IBS, a Xerox Company, was formed in March 2013 following the consolidation of IBS Limited and the majority of Xerox (Ireland) Limited operations to create a company combining its local presence whilst maintaining its global reach. IBS Limited was founded in 1972 and acquired by Xerox in 2010.

With offices in 7 locations including Dublin, Belfast, Cork, Galway, Portlaoise, Derry and Limerick, the company has over 18,000 clients across corporate, SME and public sector organisations.

### The Challenge
Following the acquisition, Xerox made the strategic decision to use IBS to run its direct business in Ireland. In order to achieve this, it would be necessary to migrate existing Xerox processes and workflows into the existing IBS infrastructure, integrate with diverse Xerox systems and scale up the existing CBS service management system to accommodate an increasing number of users. This would require high levels of technical and project management expertise to successfully handle a complex integration project of this kind as well as extensive liaison with diverse departments and outsourcers across the global Xerox organisation. Bespoke software development would also be necessary to ensure that new workflow processes could be efficiently introduced.

### The Solution
With a track record of success in the markets it addressed, the decision was taken to utilise the existing CBS system as it was a proven, reliable and effective system that was enabling IBS to deliver the highest level of customer service. CBS allowed IBS to successfully manage the whole business operation from job control, machine shipments and meter reading through to stock management and billing. The system also provided the scalability to grow in line with IBS's ambitious growth targets with the ability to integrate into Xerox's existing logistics system.

*"We could not have achieved this level of integration without the expertise and commitment that Purpose Software demonstrated throughout this important project,"* continued Kerins. *"We have been impressed by the enthusiastic and responsive approach that the company has taken to overcome the challenges presented when working with global corporations such as Xerox."*

**Liam Kerins,**
Finance Director, IBS Limited

**PS PURPOSE SOFTWARE**

According to Liam Kerins, Finance Director at IBS: "Purpose Software was selected as we already enjoyed a close working relationship and had total faith in their ability to handle a complex integration project of this nature. This confidence was well placed as the company led us through the whole process, demonstrating the highest levels of technical, analytical and business experience, to successfully complete the whole project."

Purpose Software assigned a full-time project manager to work closely in partnership with the IBS integration team. A comprehensive analysis of current workflow processes was completed to determine and define a specific solution to meet operational requirements and provide a platform for continued growth.

The project required extensive liaison with Xerox personnel in the Netherlands and USA as well as outsourcing suppliers in Bangalore. This was proactively carried out by Purpose Software, which negotiated with diverse departments throughout this global organisation to fully understand the multiple workflow procedures that were used.

Purpose Software took responsibility for completing multiple data retrieval and testing cycles to ensure that data could be successfully extracted and imported into the CBS system. A number of bespoke software development projects were also undertaken by Purpose Software including integration with Xerox's European ordering system and logistics portal. The company also facilitated the retrieval of meter reading data from Xerox's global Consumer Gateway to improve customer service and speed up the billing process.

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*"CBS has proved to be a very capable service management solution with the flexibility to expand to meet our changing needs. Developed by industry specialists that really understand our market, it has been a good fit for the business and has reduced the number of manual workarounds. The system has made a big impact by improving efficiency, productivity and profitability across the business,"*

**Liam Kerrins,**
Finance Director,
IBS Limited

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The integration of the CBS system into Xerox's IT infrastructure was successfully completed and enabled IBS to streamline operations by automating multiple business processes across the business. Purpose Software also provided full training for IBS and Xerox staff to maximise the benefits derived from the system.

Following on, IBS has undertaken an ongoing programme of improvement to ensure the system continues to meet the needs of specific workflow processes and more sophisticated customers. Purpose Software has continued to provide a consultancy resource to help identify potential changes and recommend solutions that drive further benefits across the business. To meet the added workload, Purpose Software expanded its in-house software development team enabling a greater focus on quality and the development of new software enhancements.

These have included the enhancing links with the Xerox EDI system to improve supplier invoice processing and the development of a new web portal that enables the authorisation of purchase orders to be efficiently controlled. This provides a comprehensive Purchase2Pay solution that delivers significant efficiency and productivity gains by eliminating the manual processes required to complete the invoice authorisation process. After automatically matching and checking invoices relating to purchase orders, the system now sends email alerts to users and directs them to their own work areas on the online portal to review and authorise purchase orders. It delivers greater efficiency, faster approvals and greater control over costs.

Further developments have included a CBS Toner Integration Module to streamline the process of replacing toner in print devices located at customer premises. This minimises the administrative resource required to manage and process toner replacements and highlights when agreed coverage percentages are exceeded or toner replaced prematurely. It ensures that optimum onsite stock levels are maintained to meet individual customer SLAs.

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