

Hassle free printing for PIMCO - today, tomorrow and every day.

P I M C O

Pacific Investment Management Company LLC, commonly known as PIMCO, is one of the largest active global fixed income investment managers in the world today.

The company initially got in touch with Xenith in 2004 to enquire about some Multifunctional Devices for the UK arm of their business, and have been Xenith customers since that time.

Over the years, PIMCO in the UK has grown by leaps and bounds, becoming the hub for all document production for the group across the EMEA region. Xenith has supported PIMCO on this journey, continually optimising the fleet as time passes.

Uptime of the equipment, high productivity and impeccable quality of the printed output are of prime importance to the company. The high standards became challenging to maintain as PIMCO's print volume grew by 100% over a period of two years, and they needed to make appropriate changes to their infrastructure.

The Solution & Results

Xenith implemented a Xerox 770 Digital Colour Press with an inline GBC hole punching finisher and an external Fiery in PIMCO's printroom, while retaining older equipment as well.

The Xerox 770 is a fast device with a rated speed of 70 pages per minute. Print room operators no longer have to use a separate device to punch holes into the output, as this is now done automatically - although the older offline finishing equipment has been retained as a backup for use during very busy periods. Xenith sourced a customised dye for PIMCO's finishing equipment in order to create the exact number of holes in the spiral binding as required for their globally cohesive brand image.

Results:

- 50% time saved despite 100% growth in volume in printroom.
- Easy-to-use office devices
- High (over 99%) levels of uptime.
- Reduced burden on administration and IT teams.
- Impeccable quality of printed materials – in the printroom and on the office floors.



Awarded **Xerox Managed Print Services Partner of the Year** - four years in a row.

Xenith also provided PIMCO with a square-fold trimmer so they can produce neat looking booklets without a spiral binding for certain projects.

Even though the volume of print grew by 100% the time taken to produce documents reduced by about 50%.

On the office floors, Xenith's solution consists of a Xerox Colour 550, seven Xerox ColorQube 9303's and two WorkCentre 7556 devices depending on the specific requirements of the relevant departments in which they are placed.

These devices are easy to use with large colour touchscreens and very reliable as well as eco-friendly.

Xenith's service includes remote-monitoring of the devices, including proactive consumable ordering and break/fix – so in the rare occasion when there is an issue with a device, it is resolved before it can adversely impact the business. PIMCO also does not have to worry about ordering and storing toner, as it is taken care of for them. A single itemised invoice is presented for transparency and ease of administration.

Quarterly service reviews take place between the Xenith Account Manager and PIMCO, where Xenith presents a Management Information Report and discusses how to further optimise the infrastructure and be more efficient.

Overall, PIMCO's employees are delighted with the ease of use and high quality of printed materials. PIMCO's management is delighted with the timely service, reliable devices, uptime of over 99%, ease of administration and rise in productivity of its staff. Further, the company appreciates the fact that Xenith will always be able to scale to any of their future requirements across Europe – while retaining the same level of personal and professional service in times to come.



The Xerox SquareFold Trimmer Module creates neat and professional looking booklets (on the right) that are easy to stack, pack, move and store.



Xenith's proactive Managed Print Service Helpdesk in London monitors PIMCO's devices remotely and serves as a single point of contact.

About Xenith

Xenith Document Systems help clients achieve their business goals by delivering innovative document solutions & services that make them more efficient & effective.

Based in London since 1978, we engineered one of the first pan-European Managed Print Services and have recently been awarded Xerox's Managed Print Services Partner of the Year' for four years running.

Xenith's services are delivered locally and supported globally by Xerox.



11-13 Wakley Street,
London EC1V 7LT
T: +44 (0)20 7417 2000
E: info@xenith.co.uk
W: www.xenith.co.uk