

Document Solutions/Services—Broadening the Scope of Business through the Provision of Solutions

In 1962, Fuji Xerox became the first company in the industry to release a xerographic copy machine for use with plain paper. The copying of documents has promoted information sharing in offices and other settings. Having always pursued the development of added value for its copy machines since the release of its industry-first product, Fuji Xerox has led the industry with its document services as the core business driver. In recent years, the role of multifunction devices has significantly expanded in line with advances in digital and network technologies. In response, we at Fuji Xerox are broadening the scope of business to include not only document management services, but also provision of solutions to help customers improve operational workflow and efficiency.



Providing Diverse Solutions through the Optimal Mix of Paper-Based and Digital Information

The advent of copy machines made information sharing easier and facilitated faster dissemination of information. Advances in digital technologies have eventually made multifunction devices, which increasingly offer facsimile, printing and scanning functions, a de-facto requirement in offices today.

At present, most corporations use IT systems in various operations. Their daily operations often involve the communication of digital information using these IT systems. On the other hand, the exchange and processing of paper-based information inevitably exists in office operations. This means that both paper-based and digital information are flooding today's offices. If business processes that are complicated by the use of mixed-format information can be simplified for smoother communication, operational efficiency will be dramatically improved. Recognizing opportunities in such business environments, Fuji Xerox makes proposals for facilitating more efficient business processes through the provision of wide-ranging solutions based on its multifunction devices and application software.

In more specific terms, Fuji Xerox combines its leading-edge ApeosPort digital multifunction devices—gateways for paper documents to the physical world—with application software to establish a network that links with core systems used by customers. Based on this network, we construct an environment in which the communication of mixed-format information can be conducted in an efficient and flexible manner.

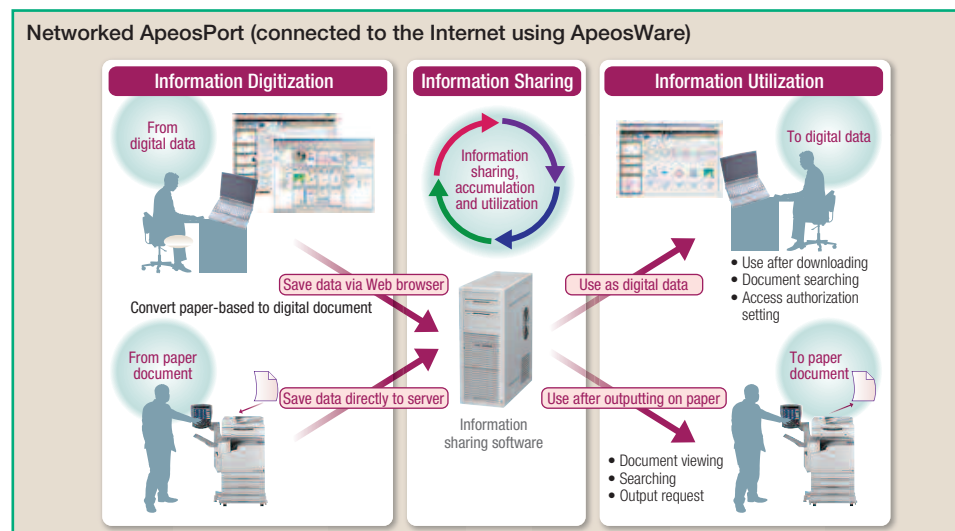
Furthermore, Fuji Xerox is capable of constructing an open network that makes full use of customers' existing computer

systems and remote systems through its Apeos iiX^{*3} Framework Web services, which are based on Internet communication standards. By integrating its own products with products and services provided by more specialized IT system companies, Fuji Xerox can offer an extensive lineup of solutions for various business processes of customers.

Meanwhile, as the variety of contents circulated in operational processes has grown, many businesses are increasingly facing the new issues regarding the need to enhance their information security, including the prevention of information leakage. Specifically, going far beyond ID and password control, ensuring information security—including the protection of documents when and after printing and scanning—is becoming more important than ever in offices. In response, solutions that enable more comprehensive information security management are increasingly required.

Accurately identifying customer needs and issues, integrating and streamlining complicated business processes in individual operations and creating an office environment that facilitates efficient and swift operations through simplified procedures—Fuji Xerox can satisfy all of these and other customer demands by making a variety of proposals through its solutions services.

*3 Internet Integration framework based on XML



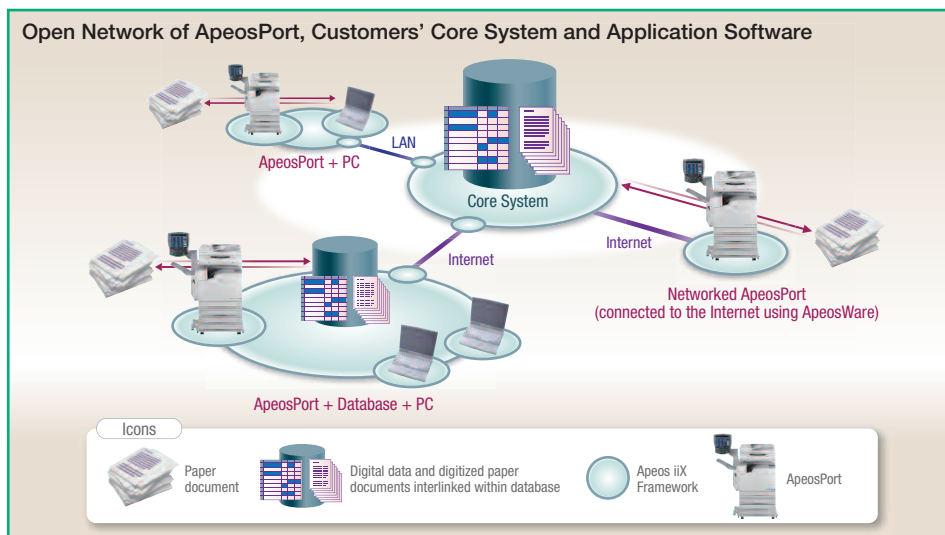
Outsourcing: The Way to Go in Large-Scale Document Management

Proposals for improved efficiency in document management are applicable to many businesses, regardless of their industry and scale. However, the larger the scale of business and the amount of documents to be managed is, the higher the requirements in terms of efficiency, swiftness and cost performance. This means that the field of document management is exactly where Fuji Xerox—the professional document manager—can exert its strengths. This applies all the more for major enterprises, which operate extensive value chains and which cover everything from procurement, R&D, production and logistics to sales, marketing and headquarters operations. In each of these stages, large corporations handle wide-ranging core operations and corporate contents.

Through its document outsourcing services, Fuji Xerox provides comprehensive support for the entire range of

documentation processes. These services include not only such basic large-scale document processing as copying, on-demand printing, book-binding, delivery and scanning, but also the preparation, mailing, collection and tabulation of questionnaires and the creation of documents that are more easy-to-understand.

Also providing services incidental to these operations, Fuji Xerox analyzes the status of customers' current document management processes to understand where exactly it can help them enhance efficiency. More specifically, we identify issues, design management systems, calculate related costs and assist in daily management aiming for the total optimization of customers' business processes. Fuji Xerox leverages its extensive knowledge base, capability to propose best-possible solutions and diverse solutions menu through these activities, thereby maintaining its competitiveness.



Supporting Bank Counter Services through Integrated Management of Documents and Digital Data

Aeon Bank, Ltd. has set up in-store branches in shopping centers operated by AEON Co., Ltd. Despite their limited space and human resources, these Aeon Bank branches are attracting attention as they provide services equivalent to those offered at counters of other banks.

What makes Aeon Bank able to realize such services is Fuji Xerox's bank service system based on the ApeosPort digital multifunction devices. For example, when a customer wants to open a new account, the staff prints out necessary application forms by operating the monitor through menu displays. The application forms filled out by the customer are then scanned and sent to the centralized administrative center for necessary processing. At this point, the customer's personal information is not held by the branch but is instead registered on the database at the centralized administrative center, resulting in highly secure management. Thanks to this innovative method, under which in-store branches focus on counter operations, consultation and sales services while the centralized administrative center handles the rest, Fuji Xerox is contributing significantly to efficient Aeon Bank branch operations.

TOPICS



Comparison of Account Opening Processes between Aeon Bank In-Store Branch and Other Banks

