



FedEx Kinko's Office and Print Services helps a leading financial institution keep up with the pace of information change and reach optimum document efficiency via scalable outsourcing solutions.

Corporate Profile

A leading diversified financial institution ("Company") providing a full suite of financial services from 5,600+ stores, the Company boasts the world's leading Internet banking site and other distribution channels across North America and internationally. The Company is the product of more than 1,500 mergers over 149 years and currently has \$349 billion in assets and 134,000 employees.

Key Business Issues and Challenges

The Company's infrastructure includes multiple retail locations and widely distributed offices. With a highly complex infrastructure and the demanding needs of a banking system, the Company's current internal print centers that were managed by a third-party vendor were no longer sufficient. The continuing sentiment at field offices was there needed to be a better system in place to support the collective document needs. To add to the administrative complexities, the Company employs a highly decentralized decision-making process, whereby each location operates autonomously, requiring a support system that operates on a distributed model.

To try and meet this demand, the Company has implemented various quick-printing solutions in the past, and a concerted effort was made to consolidate vendors to better manage expenditures and take advantage of volume pricing. However, none of the past solutions had met all of the demands of this complex organization. As a result, the Company began to search for a solution that would meet all of its document solutions' requirements.

The Solution

FedEx Kinko's was able to offer a comprehensive solution that met the Company's top needs, including convenience and flexibility. Through its network of over 1,200 locations and 35 Commercial Production Centers (CPCs), FedEx Kinko's offers local document services and support to each of the domestic locations. Volume pricing was extended to all employees, giving them a 25 percent discount on all products and services and contract pricing on copies. Ordering also is streamlined through access to FedEx Kinko's DocStore online ordering service and catalog, as well as through free pick up and delivery services to the various Company locations.

FedEx Kinko's also makes it possible for the Company to build more flexibility into its shipping operations for in-branch materials. In the past, the Company incurred the cost of maintaining an antiquated private mail system. Teaming with FedEx Kinko's instead provides the ability to send files electronically to any state for local printing and delivery through a FedEx Kinko's facility. Not only does this solution save valuable time, it eradicates the mail and maintenance costs of the old system.

Flexibility also is a vital component offered through the arrangement with FedEx Kinko's. FedEx Kinko's is able to support the unique and specific document services needs of individual departments within the Company, including the marketing and training departments. Both departments utilize FedEx Kinko's DocStore online catalog to upload and make available frequently printed materials to field locations, allowing each location to provide personalized contact information. FedEx Kinko's also produces and manages the distribution of marketing materials and kits the Company's retail locations for in-branch promotions.

Additionally, FedEx Kinko's manages other crucial document programs, such as the printing of SEC financial reports as required by federal regulations. The highly sensitive financial documents are handled at one of FedEx Kinko's secure CPCs, which were developed by Commercial Document Solutions to ensure confidentiality of commercial customers' documentation — especially critical in the financial services industry.

Results

The Company benefited from several positive results, including:

- **Savings on shipping costs through local printing** — eliminating shipping charges, incremental costs and labor required by maintaining and using a private mail system for interstate mailings.
- **Quicker turnaround on completed jobs** — typical one-day versus two-week turnaround time for work completed through previous vendor-managed on-site facilities.
- **Streamlined online order processing** — creating efficiencies, saving time and increasing employee productivity; also minimizing administrative costs associated with facilitating the order placement process.
- **Customized document solutions** — Providing the ability to customize standard marketing and sales materials, establishing a closer relationship with banking customers and minimizing waste resulting from obsolete materials.

Final Thoughts

The Company realized early on that a piecemeal document services solution was hurting its overall ability to function as an organization. Because of its complex infrastructure of independent branches and field agents, consistency in document services was a crucial component for success. FedEx Kinko's designed a program that met the specific needs of the Company, including streamlining document distribution, security measures and the flexibility to work with a constantly changing organization. Beside increased cost efficiencies, the Company now has a scalable solution that can grow just as quickly it does.