



Toshiba America Business Solutions Helps Jordache Enterprises, Inc. Realize Hidden Savings with Encompass™ Document Analysis Program

CHALLENGE:

Jordache Enterprises, Inc. needed to upgrade its fleet of office equipment. The conglomerate hoped to replace its old equipment with faster, more efficient devices that would consolidate needed functionalities into fewer machines, yet still handle the document production needs of the 250 employees located at its corporate headquarters.

SOLUTION:

Toshiba America Business Solutions, Inc. (TABS) analyzed Jordache's needs using its proprietary Encompass™ Document Analysis Program and developed a plan to consolidate its document output devices, increase workflow efficiency, and reduce costs.

BENEFITS:

The reconfiguration resulting from the TABS Encompass Analysis optimized Jordache's document output fleet—reducing the number of output units (copiers, printers, facsimiles and scanners), while decreasing the company's overall output and supply costs, increasing productivity, and expanding capabilities.

BACKGROUND:

Jordache Enterprises, Inc., designs and manufactures a wide variety of denim, apparel and accessories, and prides itself on its reputation for high quality merchandise. Distributed globally, Jordache owns several apparel brands, including Jordache, Gasoline, Airport, Maurice Sasson, KIKIT, Jordache Vintage and US Polo Association, and also manufactures private-label denim for many well-known companies. In addition to its apparel business, Jordache Enterprises is heavily invested in worldwide residential and commercial real estate, holds a majority interest in a private jet charter service and owns an award-winning olive oil company.



Jordache turned to Toshiba America Business Solutions, Inc. for a way to update and streamline its fleet of outdated office equipment. Jordache's Vice President of Procurement, Ezri Silver, was tasked with improving functionality, efficiency and productivity while consolidating the number of copiers, printers and fax machines located throughout the two floors of its corporate headquarters in New York City.

"Several of our existing machines were supplied by Toshiba," said Silver. "We were very happy with the range of capabilities supplied by Toshiba's e-STUDIO™ products, and the service and support Toshiba was providing, so we decided to work with them again while upgrading our existing equipment."



THE ENCOMPASS ANALYSIS:

After consulting with Candle Business Systems, a wholly owned subsidiary of Toshiba Business Solutions and a New York-based Toshiba equipment dealer, Jordache underwent Toshiba's Encompass™ Document Analysis Program, a six sigma-based process for analyzing a company's document output fleet, resulting in a detailed, customized plan for improvement.

Toshiba consultants use the Web-based Encompass program to uncover the "hidden" cost drivers of a company's document management process and output devices. Consisting of a database of more than 3,500 copiers, printers and fax devices, and 6,000 supplies for both Toshiba and competitive products dating back to 1990, as well as their associated usage and supply costs, Encompass provides seamless access to data with "point-and-click" ease.

Alec Garrison, a regional Encompass manager with Candle, spent just two days at Jordache during the initial assessment process. Garrison evaluated the current production capabilities and volumes of each department, while also considering future needs. The Encompass Analysis takes into consideration such factors as where each output device is located, who is using it, the production volumes and any special applications being used. Although Garrison worked closely with Silver in assessing Jordache's needs, the Encompass process requires minimal time from the customer, ensuring that their focus remains on their job.

Once back in the office, Garrison input Jordache's existing device configuration into the Encompass program, yielding an Encompass Document Analysis Report. This report provided detailed findings, implementation strategies, timeframe, total cost of ownership and return-on-investment estimates. By implementing the report's recommendations, companies can streamline their fleet size and realize significant cost savings.

THE RESULT:

After four weeks, Garrison and Silver were able to finalize Jordache's reconfiguration strategy. Two months later, Candle began the installation process, providing trained technicians to install the hardware and connect each device to the company network.

In addition, once installation was complete, Candle conducted a training course to ensure Jordache employees knew how to use each device.

One of the main benefits for Jordache was that the analysis identified several areas where the company could consolidate separate copiers, printers, scanners and fax machines into

one multifunctional product (MFP). Jordache was able to condense its fleet of 69 output devices by purchasing 10 Toshiba e-STUDIO MFPs, providing all the needed capabilities, and more, in fewer machines. This equates to significant cost savings for Jordache due to decreased service requirements and supply purchases.

In addition, Jordache has realized cost savings by acquiring newer machines that produce documents at a lower price per page. Newer machines also translate to faster output speeds, increasing productivity and reducing the amount of time employees spend on document processing activities.

"Encompass placed each device for optimal usage and allowed us to negotiate a contract that more accurately represented our document output volume," said Silver. "The Toshiba dealer took the time to understand our business and, as a result, designed our contract to provide us with a better strategy for managing our back-office assets."

Jordache also has seen efficiencies stemming from the ability of the new MFPs to transfer paper documents to the electronic workflow. By electronically storing and transmitting data, Jordache has reduced the time and expense associated with delivery and management of paper documents, and can more effectively communicate with its 25,000 employees worldwide.

"The e-FILING feature found on several of our e-STUDIO MFPs makes our worldwide communication processes so much easier because we can use our network to quickly share information with other remote company locations," shared Silver. "Our previous methods of communication were much more complicated, time consuming and rudimentary."

Silver feels it is important for other companies to realize the bottom-line savings that can be achieved through a simple assessment of operational functionalities with a program such as Encompass.

"The Encompass Analysis process provided us with a reliable method to look at our business in a more thorough and accurate way," said Silver. "We never would have realized the depth of savings nor such control over our document output without the detailed analysis provided by Encompass. The process has caused us to develop a strong partnership and confidence in Toshiba as a sophisticated and multidimensional business solution provider."

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