

# Non-profit Organisation Enhances Accessibility With Document Format Conversion And Real-time Translation

See How They Boosted Productivity With Automation Tools.



## ABOUT THE CLIENT

The client is one of the most significant non-profit organisations near Toulouse, France. It employs about 1,700 staff – primarily in the health and social care sector – and manages an annual global budget of approximately 100 million euros.

## CASE STUDY SNAPSHOT



### The Challenge

The client aimed to renew its multifunction printer fleet to:

- Modernize the workspace by making employees more productive.
- Significantly reduce the carbon footprint of its printer fleet.
- Enable both employees and apprentices with disabilities to access information more effectively.



### The Solution

Axidoc, a Xerox dealership in the Toulouse region, won the tender with a unique value proposition:

- [Xerox® Managed Print Services \(MPS\)](#) for outsourced management of nearly 200 multifunction devices with [Xerox MPS Advanced Analytics](#) and PrintRelief.
- [Xerox® ConnectKey® Apps](#) (Ecobox, Track&Trace).
- [Xerox® Workflow Central Platform](#) for document conversion, translation, and redaction.



### The Results

The services and solutions implemented by Axidoc:

- Significantly reduced document processing times in back-office teams (conversion, editing, sharing).
- Provided better accessibility and support to persons with disabilities.
- Contributed to reaching goals in social responsibility and sustainability.
- Improved the quality of service provided to CFAS apprentices by offering the ability to read or listen to course materials as needed.

**THE CHALLENGE**

**Remove bottlenecks from routine admin tasks and boost environmental, social, and governance (ESG) efforts.**

The key aims were to find the right technology and support to speed up administrative tasks, ensure users have the right data to help them reduce their environmental impact, and make sure employees with disabilities can get the information they need to be effective.

**THE SOLUTION**

**A full workplace assessment utilizing Xerox tools**

To solve their challenges, the client turned to Xerox partner, Axidoc. With over 15 years' experience in printing, Axidoc provides digital transformation services to more than 1,500 clients in the Toulouse area.

Axidoc proposed an audit of the client's existing tech fleet by deploying the Xerox Device Agent (XDA) solution. This audit, initially conducted remotely and then on-site, allowed usage data to be used to assess the carbon emissions impact of printer use and to simulate this impact with different Xerox scenarios.



Impressed with Axidoc's professionalism and level of detail, the client awarded them the contract.

Axidoc then replaced equipment from another manufacturer with almost 200 [Xerox® ConnectKey® A4 and A3 Multifunction Printers \(MFPs\)](#) under a comprehensive managed print services contract.

With [Xerox MPS Advanced Analytics](#), Axidoc could now provide the client with the information to better understand user behavior and take real-time action.

Axidoc also integrated PrintReleaf with their existing print management solution – a service that measures each employee's paper consumption. At the end of each month, the cumulative paper footprint is fairly distributed to reforestation projects chosen by the association, thereby mitigating their environmental impact.

Further differentiating Axidoc from the competition were the innovative solutions on offer – all developed by TBC Group, a Xerox-certified partner.

- Ecobox facilitates the ordering of empty Ecoboxes (cardboard boxes used for the collection and return of spent consumables) and the easy request for the pickup of full Ecoboxes directly from a Xerox MFP.
- Track&Trace tracks the progress of consumable deliveries and displays the expected delivery date on the multifunction printer's screen.
- EasyConverter converts large volumes of scanned documents into Microsoft Office format from a Xerox MFP, enabling employees to easily modify content.

**THE RESULTS**

**Sustainability targets met and vastly quicker processing times**

The changes that Axidoc implemented had a massive effect. Thanks in part to the [Xerox® Workflow Central Platform](#), they helped to significantly reduce the document processing times in back-office teams such as conversion, editing, and sharing.

They also ensured that they reached their goals in social responsibility and environmental impact reduction and improved the quality of service provided to the Apprentice Training Center. This enabled individual employees to convert training documents into MP3s so they could listen to the materials as needed.



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