



Partnering for Excellence

From ERP ...to Sales management process ...& customer satisfaction



Driving Growth



➤ **Company :** Xerox Concessionnaire for 25 years (AC+OS)

➤ **Country :**



➤ **Turnover :**

17M €

➤ **Status :** Platinum Partner



➤ **Accreditation:**

➤ XPPS & production

➤ **Number of employees**

30 (including 14 sales)

➤ **Machine in field**

+ 5000 (Page Pack & E-click)

➤ **6 Ladies in back-office / admin ...**

from A to Z!



AGENDA:



So Working with Xerox = fun & lucrative ... and complex sometimes ...

Our growth became a threat → Next to the positive effects we faced

- Cash flow issues
- Unexplainable fluctuations in (recurrent) accountability (NSO)
- Back office costs too high VS new business ROI
- Not flexible enough in a continuously changing market
(CQ 3T/2T, scans, all-in-one, large click VS normal, A3 double click, solution selling, ...)
- No clear grip on sales ... much CTI business but
too many “easy losses on XTI business” on the other hand ...
- different software-interfaces for CRM (sales & supplies), ERP & accountancy
- Difficult to understand/prove the real value of your (recurrent) business model

...

Therefore:

We decided to invest strongly in process automatization:

Invoicing & Controlling Process:

Most complex part of our business ... but most critical !!



INVOICING: 110% developed for our/Xerox business; main components

- DATA TANK METER COLLECTION → E-MAIL module, MY MIF (AMR), XPPS (XDA) lists are imported → any other system such as software can be added any time! (solutions!)
☞ no more calling, faxing, E-mailing with possible wrong meter reads, invoices, etc!
 - Meter Read Link to Invoice Module ☞ *this means you choose how to invoice your counters: = F.ex invoice a solution per « captured » invoice = counter from any soft, meter read etc...*
 - f.ex. A3 = 2X (without Xerox ..) ; 3T CQ in = 2T CQ out, scans,
 - Import Reporting Module: know UPFRONT how many machines you will invoice in the month and how many are AMR/MAIL/XDA (XPPS) ☞ *this means you have full control f.ex. not yet invoiced machines and you can predict your business!*
 - Invoicing per month/quarter/year based upon real meters or « invoice volume » for yearly regularization billing
 - Possibility to invoice « central VS decentral »; *f.ex. a school with 50 locations*
☞ the customer will get 1 invoice with 50 sub-totals on his invoice & in your database the counters will be visible per subsidiary en per machine! ; add or delete machines → automatically adapted on invoice ... in case of all-in one deals Ricoh & KM are out ☺ (Belgium)
- **THEREFORE WE**
- ☞ Are fully flexible in invoicing what we want; (no commercial restrictions!)
Till the (in average) 7th of the month everything is invoiced (+ 5000 machines in field)
75 % in the first 5 days = cash flow
Full control over NSO revenue & margins
Know how much and which customers are invoiced / have to be invoiced ...

Example: invoicing a Nuvera 120:

Large click (dif. price for click A4 & >A4, commitm 500K, yearly regul.!

Acties Home Parameters Weergave

Annuleren Bewaren Bewaren Sluiten Bewaren Nieuw Bewaren Dupliceren Nieuw Delete ID: 5532 Zoeken Resultaten bekijken Start Vorige Volgende Einde

Dashboard Verkoop Klant: TOP COPY MIF: 1126533450

MIF Details History Memo Invoicatie Overzicht tellers Oude Gegevens Audit

MIF identity

- * Serienummer: 1126533450
- * Type Machine: NUVERA 120 LARGE CL
- * Segment:
- Verkoop: -- maak uw keus

Klant / adres

Klant Faktuur Adress Levering

* Klant faktuur: TOP COPY

Name 2:
Address: MARTELAERSLAAN, 290
Address 2:
Zip Code/City: 9000 GENT
Country: BELGIE

Activity

Datum Stopzetting: Actif

Create: 27-01-2015
Update:

Delete MIF

Verkoop Top UP

Datum Berkening:

Indicative Top UP: Berekend

Origin: AC
ID Mapping: 8053

Soort verkoop

* Contract: OPL

Financiële instelling: XFS

Contract nummer:

Begin contract: 01-02-2013

Einde contract: 31-01-2018

Periodiciteit verkoop

Periodiciteit: MONTHLY

Huur €: 2.283,00

Restebefrag %:

Wederverhuur €:

Gefinancierd verkoop: 113.402,59

Onderhoud

* Onderhoud: PP

* XPPS: geen XPPS

Contract nummer:

Begin contract: 01-02-2013

Einde contract: 31-01-2018

Regularisatie

Frequency: MONTHLY

Regul Periodiciteit: ANNUALLY

Domiciliatie:

Geen mails:

Software MR: MAIL

Klanten contract Prijzen / Volume / Commitments / quantity

Klant ID	journal	numero	Periodiciteit	Active	Code	Desc	Prijzen / Volume	Aantal	Prints Inbegrepen	Commitment / Per	Fact Volume Ext...	Totaal Facturati...	Commitment aan...	prijs aankoop	header_id
29658	V_ABO_TELLERS	201400324	Jaarlijkse	ACTIVE	PPZWEXTRA	Afdruk Zwart/wit e...	0,00308	0	0	6000000	0	6000000	0	0,00000	16184
29658	V_ABO_TELLERS	201400324	Jaarlijkse	ACTIVE	PPZWARTA3EXTRA	Afdruk Zwart A3 e...	0,00476	0	0	0	0	0	0	0,00000	16184
29661	V_ABO_VOL_OND	201300096	Maandelijks	ACTIVE	PPZW	Afdruk Zwart/wit	0,00308	500000	0	0	0	0	0	0,00000	15641
29661	V_ABO_VOL_OND	201300096	Maandelijks	ACTIVE	PPVOL	Forfait	549,97751		0	0	0	0	0	0,00000	15641

Record 1 van 4

Preview Export XLSX Refresh

CRM: A tool for efficient management process & effective business conversation:

SALESMANAGEMENT

- YTD RESULTS per team / sales
- TO DO's per sales
- PML's per sales / team
- Pipeline & outlook process automation

SALES:

- PML YTD STATUS with number of machines
- Revenue engaged
- Pro-Active Triggers in XTI / CTI / XPPS!
- TO DO's with « quick buttons »
- Mobile TO DO's via APP
- Synchronization with Outlook for demo's & visits



To Do screen: *call* transfer to: *Demo*

Acties

Annuleren Bewaren Bewaren Sluiten Bewaren Nieuw Bewaren Dupliceren Nieuw

ID : 267211 Zoeken Resultaten bekijken Start Vorige Volgende Einde

Navigation 426/716

Current action

* Klant : FIEUWS EN TERRYNN DRUKKERIJ

Contact : Jan

* Verkoper : Emeni Bader

* Activity type : Call

* Status : CLOSING

Aantal machines A4 : 3 Revenue : 25.000,00

Aantal machines A3 : 8 Marge : 5.000,00

Periode : 06-2015

Description : VRAGEN WAT MET CANON? NIEUW MACHINE; TRACHTEN TE CLOSEN

Date : 21-04-2015

Onsite : ☐ Au bureau

Next action

Call Demo Visit Close

Acties

Annuleren Bewaren Bewaren Sluiten Bewaren Nieuw Bewaren Dupliceren Nieuw

ID : 267212 Zoeken Resultaten bekijken Start Vorige Volgende Einde

Navigation 426/716

Current action

* Klant : FIEUWS EN TERRYNN DRUKKERIJ

Contact : Jan

* Verkoper : Emeni Bader

* Activity type : Demo

* Status : CLOSING

Aantal machines A4 : 3 Revenue : 25.000,00

Aantal machines A3 : 8 Marge : 5.000,00

Periode : 06-2015

Description : VRAGEN WAT MET CANON? NIEUW MACHINE; TRACHTEN TE CLOSEN

Date : 21-04-2015

Begin hour : 14:01

End hour : 16:01

Onsite : ☐ Au bureau

Next action

Call Demo Visit Close

Automatic & pro-active triggers:

Competition

Acties

Annuleren Bewaren Bewaren Sluiten Bewaren Nieuw Bewaren Dupliceren Nieuw Preview Navigation

Competition

* Klant : VAN BELLEGHEM - 9990

* Contact : Stefaan Van Belleghem

Type MIF : A3 Color MFP

Merk : Canon

Aantal machines : 2

Einde contract : 30-04-2017 +1Y +2Y +3Y +4Y +5Y

☒ Active

Info

Informatie

the task 'Prospect care CTI -18' has been created

OK



CRM: Pipeline & Outlook Management

Dashboard Verkoop - Xsolvit Commercieel Beroep & CRM 2.1.6.34

Screen 1/4: YTD Sales Screen 2/4: To Do's Screen 3/4: Sales Lijsten Screen 4/4: PML

My Mf My Competition My Customers My Prospects

origin	active	serien...	Type_MC	Klant	Klant naam2	zip
AC	<input checked="" type="checkbox"/>	352759...	DC700	RAGOLLE ...		87
AC	<input checked="" type="checkbox"/>	390583...	WC7530	VLAKWA		85
AC	<input checked="" type="checkbox"/>	390581...	WC7530	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	390580...	WC7530	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	366177...	CQ9303	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	364416...	5765	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	396883...	PH3635	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	NEA344...	PH3600	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	NEA343...	PH3600	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	390581...	WC7530	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	NEA343...	PH3600	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	390581...	WC7530	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	390580...	WC7530	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	NEA343...	PH3600	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	390580...	WC7530	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	396870...	PH3635	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	390580...	WC7530	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	396870...	PH3635	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	NEA343...	PH3600	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	390581...	WC7530	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	396870...	PH3635	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	396870...	PH3635	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	390585...	WC7530	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	390585...	WC7530	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	366177...	CQ9303	GEM ZWEV...	stadhuis/re...	85
AC	<input checked="" type="checkbox"/>	396870...	PH3635	GEM ZWEV...	stadhuis/re...	85

Record 0 van 55

☒ [active] = 'Geselecteerd' En Begint met([Contract Verkoop]), 'OPL' En Bevat([Einde cont

Preview Export XLSX Refresh

Klant	Activiteit Statut	verkoop	marge	description	Aantal Machines A4	Aantal Machines A3	period
BELGOFLO	OUTLOOK	10000,00	2500	HEEFT NOG COLOTECH NOG VOORT	4	8	04/2015
VERRAES DRUKKERIJ	CLOSING	15000,00	4000	Testen papier, door Guido Dekeyzer op 6060	5	7	04/2015
SKARABEE	APPROACH	50000,00	1	bellen	1	10	10/2015

Record 1 van 3

☒ [verkoop] Is niet leeg

Preview Export XLSX Refresh

Klant	Activiteit Statut	verkoop	marge	description	Aantal Machines A4	Aantal Machines A3	period
PERSYN							
MC THREE CARPETS							
MERCURY							

Record 21 van 41

☒ Niet Is niets([Contact])

Preview Export XLSX Refresh

Klant	Activiteit Statut	verkoop	marge	description	Aantal Machines A4	Aantal Machines A3	period
NANCY DEBLARE	APPROACH			contract bij canon voor 4 ...			01-01-2018
LORENZO	APPROACH			15 TOESTELLEN VAN KYOC...			01-02-2018

Bader

Emeni Bader

Emeni Bader

Xerox Partnering for Excellence
Expand. Connect. Simplify.



Q&A!

A word cloud featuring the phrase "Thank You" in various languages and scripts, arranged in a circular pattern. The words are in different colors (blue, black, grey) and sizes, with "Thank You" being the largest and most central. Other visible words include: Hvala, Merci, Kop, Salam, Dhanyavada, Tack, Gra, Xie, Ači, Mul, Spaas, Mamnoon, Kasih, Sheun, Kiitos, Diolch, Shnorhakalutun, Gamsahapnida, Takk, Te'ekür, Dekuju/Dekujeme, Shokriya, Ngiyabonga, Cam, Dziękuje, Shokrun, Today, Ači, Xie, Gra, or, al, Dhanyavaad, Dankie, Go, Grazie, Faleminderit, Kruthagnathalu, Arigatou, Dhonnobaad, Asante, daa, Hain, ederim, or, Shukriya, Kun, Euxaristo, Dank, Enkosi, Terima, Gomapsupnida, Nandree, Gracias, Tack, krap, Daw, Waad, Dhanyavaadaalu, Dakujem, and Shnorhakalutun.