

Business Document Work Process Management (BPO): Market Shares, Strategies, and Forecasts, Worldwide, 2014-2020

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Business Document Work Process Management (BPO): Executive Summary

The study is designed to give a comprehensive overview of the Business Document Work Process Management (BPO): equipment market segment. Research represents a selection from the mountains of data available of the most relevant and cogent market materials, with selections made by the most senior analysts. Commentary on every aspect of the market from independent analysts creates an independent perspective in the evaluation of the market. In this manner the study presents a comprehensive overview of what is going on in this market, assisting managers with designing market strategies likely to succeed.

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TABLE 3-3

XEROX ITO END-USER COMPUTING (EUC) ENVIRONMENTS:

- EUC services provide a comprehensive solution
- Manage end-user platforms
- Manage end-user devices
- Include help and service desks
- Include wireless services
- Manage end-user services
- Manage mobility services
- Provide desktop management

Source: WinterGreen Research, Inc.

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XEROX ITO IT SOLUTIONS:

- Cloud services
- Utility computing
- Desktop virtualization
- Design solutions to scale quickly
- Solutions fit different business needs
- Solutions can be delivered through cloud-based, multi-tenant infrastructure

Source: WinterGreen Research, Inc.

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HEWLETT PACKARD WORKFLOW PAPER PROCESS MANAGEMENT IDENTIFICATION OF KEY BUSINESS OBJECTIVES

Identifying goals needed to tie into digitization aims

Goals can include reducing costs

Improving quality

Mitigating risks

Conserving resources

Increasing customer satisfaction

Managing capital

Managing assets

Objectives represent the organization at a strategic level

HP helps an organization identify, prioritize

Implement ground-level workflow initiatives

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