



# Document Automation & Production Service

*DOD's Document Solutions Provider*



**Delivering Best Value to the DOD**

GSA Conference, 22 April 2008



# Business Profile

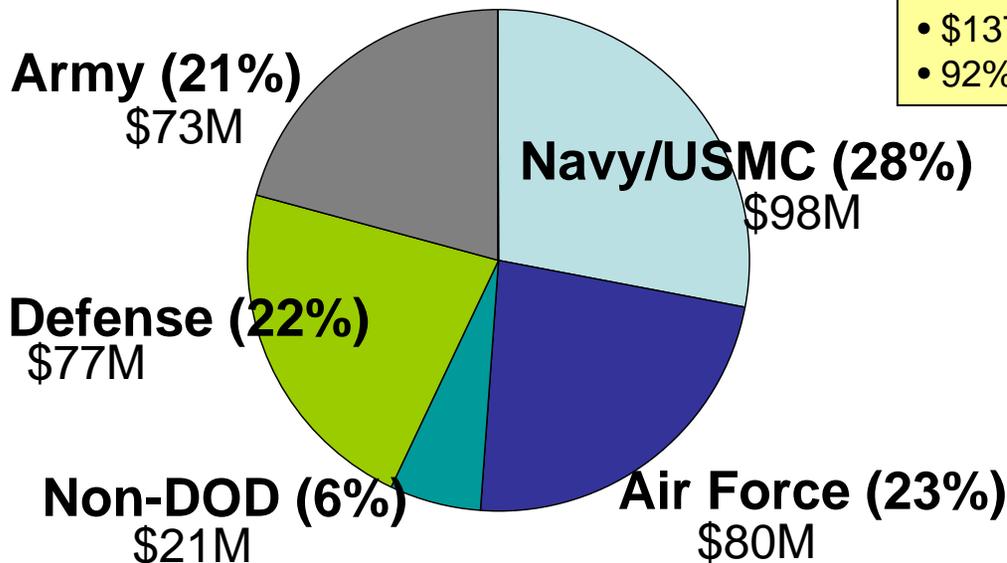
## FY07 \$349M Total Sales



- 187 Facilities (30 OCONUS) / 10 Countries
- 769 Civilian Employees
- 600,000 Orders
  - 69% of Requirements Competitively Sourced
  - 57% of Workload is Classified/Sensitive

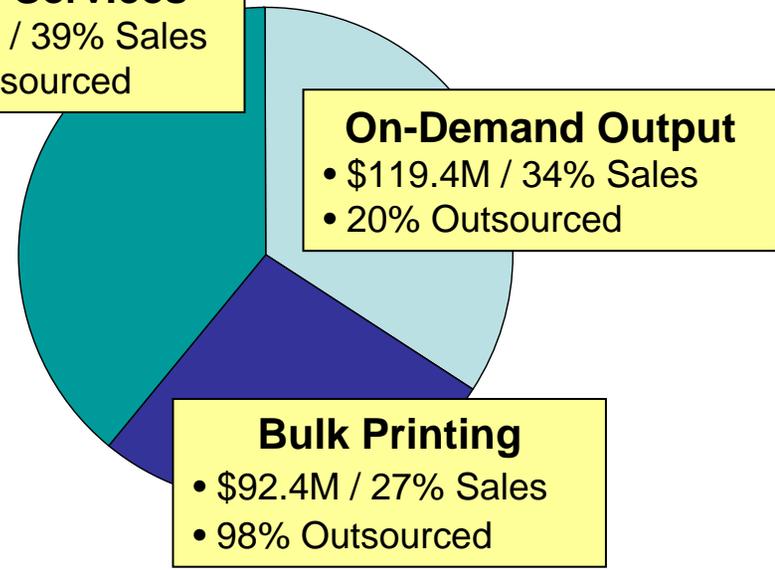
Customer Satisfaction Rating  
97%

**Annual Cost Savings - DOD Consolidation \$97M / A-76 \$47M**



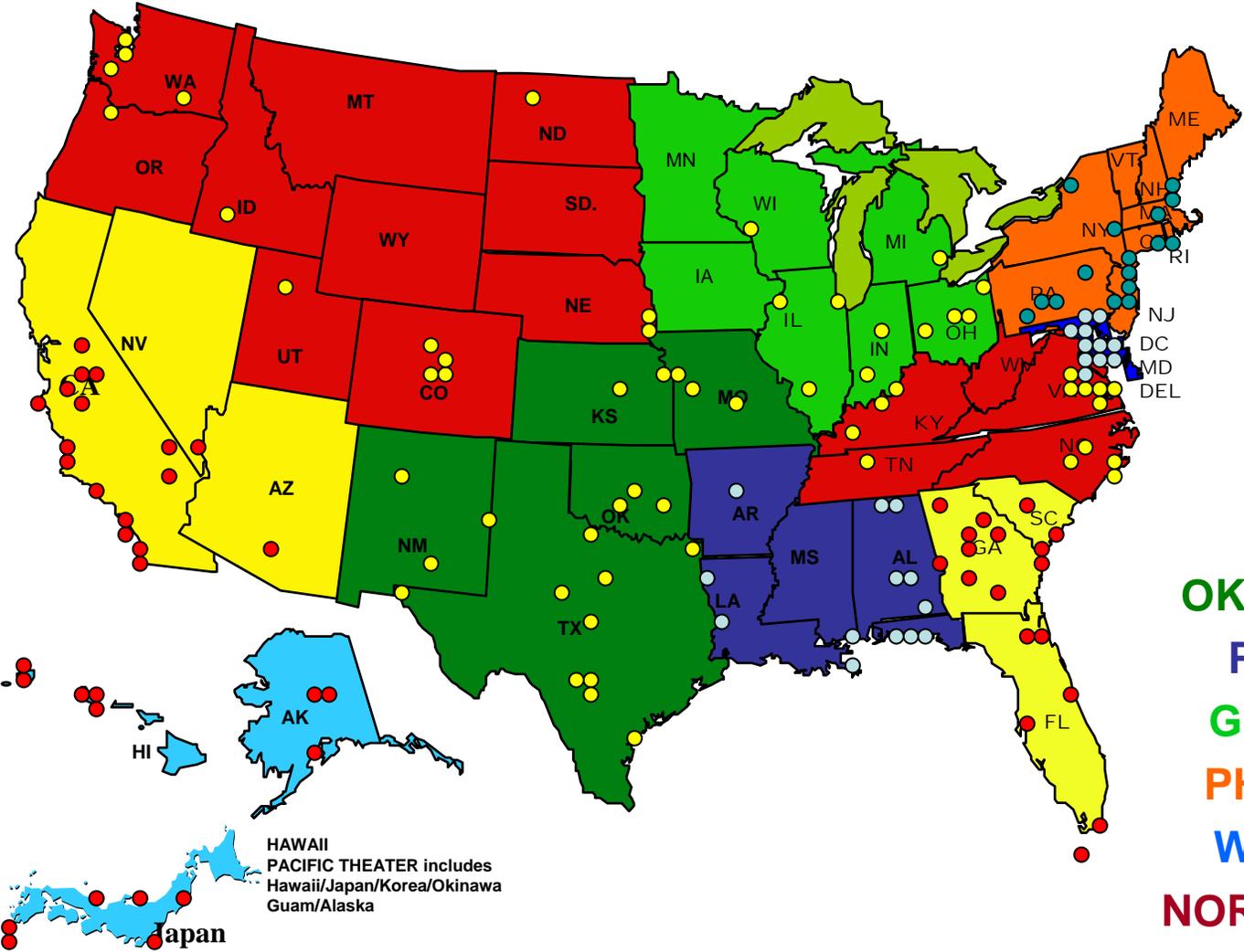
**Online Services**

- \$137.0M / 39% Sales
- 92% Outsourced





# DAPS Offices



- PACIFIC
- BANGOR
- SAN DIEGO
- OKLAHOMA CITY
- PENSACOLA
- GREAT LAKES
- PHILADELPHIA
- WASHINGTON
- NORFOLK (Europe)
- JACKSONVILLE



# DAPS Story



## *Transforming the DoD Toward Automation*

**Bulk Printing  
& Warehousing**



**On-Demand Output**



**On-Line Services**



- ✓ **Full Portfolio of Document Services**
- ✓ **Catalyst for On-Line Services**

*Extending the Enterprise – To the User's Fingertips  
Physically and Virtually*

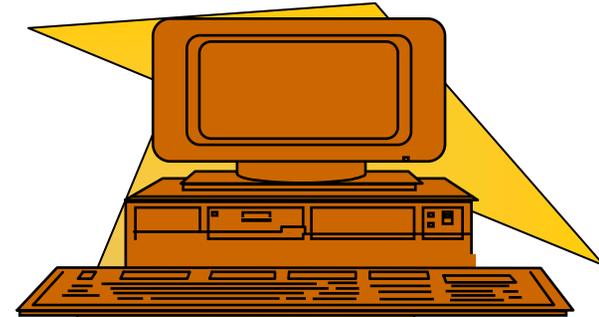


# Mission: Move Toward Increased Automation

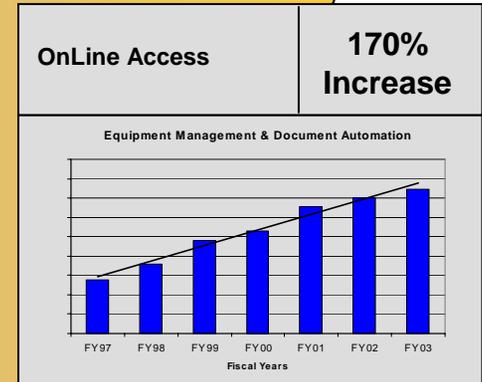


## ***A New Organization Culture ... Migration of DAPS portfolio of capabilities***

- A provider of information management capabilities
- Embedded with the customer to clearly understand and respond to requirements
- Flexible & agile to conform to customer demands while leading them to electronic solutions



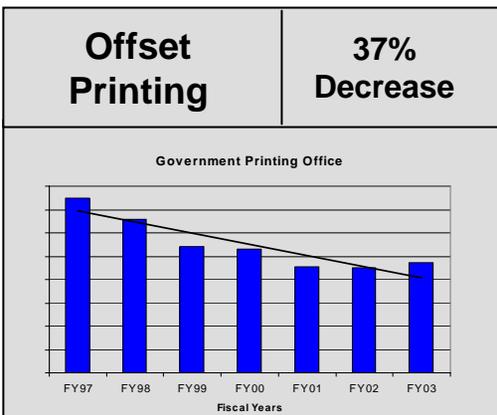
**Online Access**



**Traditional Bulk Printing**



**On-Demand Output**





# DAPS EDM Offering



## ➤ Fast Implementation – Months vs. Years

- ✓ Standing Capability – Ready to Segment a Portion
- ✓ Applications Library – Adjust/add to Existing Application
- ✓ No Contracting - Sign an MOA and Provide Funding

## ➤ In-house, Affordable, Qualified Expertise

- ✓ It's DAPS Core...program/technical staff hold CDIA+ certification
- ✓ Experience from Lessons Learned and Best of Breed Ideas

## ➤ No Implementation Concerns

- ✓ No System Approvals
- ✓ No Investment Budgeting - Use Current Operating Budget
- ✓ No Information Assurance, Training, COOP, Sustainment Issues



# DAPS EDM Benefits



- Solutions are ready for immediate use... tailored to customer requirements
- Easy to use, web-based solutions allow access to information quickly, securely and accurately
- COTS software / shared services - allows pricing efficiencies
- Training is an integral part of the implementation strategy
- Technical assistance and management oversight throughout the life of the project



# Copier Program Basics



- DAPS has trained EMS professionals located worldwide
- DAPS currently manages contracts for more than 44,000 MFDs for over 7,000 DOD and non-DOD customers
- DAPS provides customers MFD leases
- DAPS can also place experts on site with customer organizations to meet their equipment maintenance, user training and management needs
- The DAPS Equipment Management Solutions System (EMSS) provides an enterprise level software application for managing equipment inventories



# Needs Assessments -Vendor Neutral-



- DAPS completes a comprehensive assessment of customer output needs (MFDs, printers, fax machines, scanners) to provide customized solutions
- DAPS uses digital printing best practices to meet established benchmarks in value, service and savings
- DAPS recommends the proper mix of multifunction devices and printers to increase performance and functionality at reduced costs
- DAPS document assessments can save customers an estimated 25-40 percent on their digital printing and imaging costs



# On-Line Ordering



## DAPS Online E-Business Solution to Access DAPS Services Worldwide

- **User Friendly - Icon Driven**
- **Job Design**
  - Specifications / Distribution Lists
- **Auto-Estimating**
  - 80% of Jobs
- **Digital Proofs**
- **Job Tracking**
  - System Generated Status
- **Financial Interface**
  - On-Line Fund Balances

35% of DAPS Orders  
are Initiated in DOL  
Industry Avg 10%

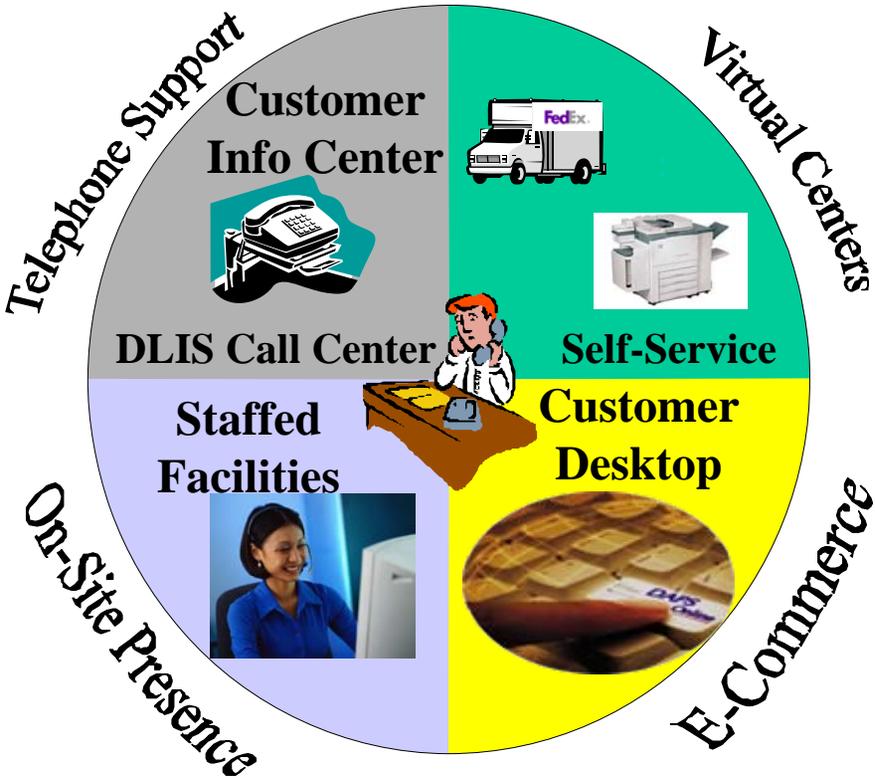




# Surrounding the Customer



**1-877-DAPS-CAN**



[www.daps.dla.mil](http://www.daps.dla.mil)

## FY07 Activity

143 Wins - \$113M Revenue

### Opportunities

Category	#	\$ Value
Identify	10	\$449,988
Qualify	17	\$2,590,000
Pursue	52	\$24,022,897
Decide	94	\$85,855,074
Total Pipeline	173	\$112,917,929

### Outreach

Trade Shows	11
"TouchPoint"	18
Open Houses	45
DAPS On-Line Training Facility "Look & Feel" Checklists	
Base Newspapers	



# GSA Specific Questions



- What types of products related to Schedule 36 does DAPS Purchase?
  - Copier Leases (SIN 51.58A)
  - Copier Maintenance (SIN 51.57)
  
- Does DAPS use GSA Schedules?
  - Yes and for copiers DAPS submits a unique Statement of Work with requirements
  
- How does DAPS advertise Requests for Quotes?
  - On GSA eBuy
  
- How does DAPS select a vendor?
  - Technical review panel
  - Low cost / technically acceptable



# GSA Specific Questions

(Continued)



- Where are DAPS contracting shops?
  - Mechanicsburg, PA; Bangor, WA; Pearl Harbor, HI; Jacksonville, FL; Germany
  
- Where are DAPS end users?
  - DOD and Federal - all over the world
  
- Does DAPS have any future projects?
  - Copiers, MFDs, software, production equipment
  
- DAPS contact points?
  - DAPS HQ Call Center – 1-877-DAPS-CAN
  - Each RFQ has individual Contracting Officer info

**I wish someone had told me about DAPS!**



**DEFENSE LOGISTICS AGENCY**  
**Document Automation**  
**& Production Service**

**CAN DO RIGHT NOW**