



DLA Document Services

As a field activity of the Defense Logistics Agency, DLA Document Services has been serving

the Department of Defense for over 60 years. They provide a full portfolio of best value document services ranging from traditional offset printing, through on-demand output, to online document services, and are the catalyst for document automation in DOD by actively functioning as a transformation agent to move the department toward the use of online documents and services.

Documents are a common denominator and key enabler to any business, including DoD.

DLA Document Services is DoD's full-service document solutions provider. DLA Document Services currently manages more than 180 service facilities, primarily located on U.S. military bases worldwide in seven countries. Besides this robust organic capability, the organization leverages the capabilities of the industry by outsourcing nearly 70 percent of the DoD's document requirements through more than 400 commercial service contracts, some of which are through the Government Printing Office.

The multitude of DLA Document Services include the building of libraries of digital documents allowing for online access, the provision of multifunctional devices (that print from networks, copy, fax, and scan) in customer workspaces, and the conversion of paper documents to standard digital formats.

Online document services include:

- Web based eCommerce access to services allowing the customer to shop, order, and obtain status (of job delivery and accounts) online from their desktop.

- Electronic Document Management – a service to build complex digital libraries of documents with online access. Centers of Excellence provide shared EDM customer support.

- Distribute and Print Services – the distribution of standard digital document files to any of its worldwide production facilities with output on demand within hours to days depending on the size of the job.

- Equipment Management Solutions – DLA Document Services is one of the government's largest providers of best value output and scanning equipment directly into customer workspaces.

- Document Conversion Services – with billions of pages converted for customers, DLA Document Services is the leader in the federal government.

- Document Assessments – office copiers, printers, faxes and scanners are low cost items and often are not perceived as a cost driver. DLA Document Services conducts objective analysis which provides an inventory of these items in the customer workspace determines the current cost and makes solid recommendations to save dollars. Studies completed so far have saved customers between eight and 41 percent.

DLA Document Services knows the value of customer relationship management in living by the mottoes “We Exist for the Convenience of the Customer” and “Can Do Right Now.” It realizes customer service and responsiveness are the main differentiators to being the DoD's best value provider.

QUICK FACTS:

- **Service facilities: more than 180**
- **Existence: over 60 years**
- **Workload: helps DLA Distribution administer more than 21 million pages annually of documentation such as invoices, packing lists and bills of lading**
- **Locations: 7 countries**