



***International  
Headquarters,  
Marlow***



## ***Bringing together the best people from around the world...***

The Rank Xerox international headquarters building in Marlow represents a major investment in Britain as the operational centre of the company's world market place.

An Anglo-American joint venture formed some 30 years ago, Rank Xerox is regarded by many as one of the most outstanding international partnerships of the modern commercial era. It is a partnership which is based on the strong belief that to trade successfully as a multinational company, the very best people must be brought together from around the world to share their experience and expertise.

This vital resource of international skill exists throughout Rank Xerox, but particularly here in Britain, where the company forms a trading bridge between America, Europe and the rest of the world.

In this strategic role, one of the company's most important tasks in recent years has been to meet the Japanese challenge. Through a total concentration on Quality within the organisation this long range objective is now being achieved. Rank Xerox has controlled the market impact that was made by Japanese suppliers in the early '80s and fought back with superior technology produced by equally advanced and cost-efficient manufacturing techniques. Two British quality awards have been presented to the company's Welwyn Garden City

and Mitcheldean plants in recognition of this crucial work.

Many other vital business issues are addressed at the new international headquarters. Information is fed in here on the requirements, future trends and conditions in all the major trading blocks outside the Americas.

To use this data to competitive advantage, now and in the future, requires the level of technology which can be seen in Marlow. It gives the company the capability to communicate with employees in different locations across the world, sometimes within minutes, regardless of different time zones.

This need for advanced technology was a crucial consideration throughout the immensely detailed and complex planning and construction of the headquarters building.

The building also demonstrates the great value which Rank Xerox attaches to the individuality of employees. Marlow is designed not only for advanced systems but as an environment for people; and it provides many opportunities for employees to enjoy their time at work.

As Rank Xerox continues to grow into the 1990s, Marlow, its people and its technology will make a major contribution to meeting the needs of customers worldwide.



*At the centre of an outstanding international business strategy ...*





***Rank Xerox provides a complete range of products and services to meet customer needs in the creation, printing, copying, distribution, filing and publishing of paper and electronic documents.***

***By helping people to make better use of information at work, Rank Xerox adds value to the business of its customers.***

***Rank Xerox is one of the world's leading suppliers of document processing equipment, a position which has been achieved through dedication to the principle of customer satisfaction and quality in every aspect of its operations.***



## ***An advanced environment built to adapt to global change...***

In planning its international headquarters, Rank Xerox set out to create an outstanding environment that would accommodate the company's need for change and development well into the next decade.

From Marlow, Rank Xerox Limited manages a £2 billion business which involves nearly 30 marketing subsidiaries selling products in some 80 countries; and in Europe the company manages five manufacturing plants and worldwide research, development and engineering operations.

With such a wide range of commercial and market place influences at work across this major organisation, the ability to monitor and continually adapt to new conditions is crucial to future growth and success.

Organising for the future is a basic business principle which is expressed throughout Rank Xerox, Marlow. It

has determined the approach to technology within the building and the facilities which are provided to employees.

From these and many other points of view, the Rank Xerox headquarters is acknowledged as one of the most advanced office environments created by any company in Europe.

The size of Marlow operations is impressive in itself. Over 250,000 square feet has been used to build a structure which houses hundreds of modular offices, open plan areas, conference rooms and staff recreational centres. Just as important is the extent to which these areas can be reorganised with ease to provide the optimum working conditions in the years ahead; and so ensure the Rank Xerox people have a secure, long range base for their operations in a climate of constant change.







*Rank Xerox is among the top 150 organisations in Europe, employing 30,000 people. There are over 7000 employees in the UK alone.*

*Wide-reaching quality training has led to improved performance standards which now lead the industry. The Rank Xerox 'Leadership Through Quality' process is acknowledged as one of the most comprehensive in any organisation and involves every employee in every department within the company worldwide.*

*The company has one of the largest sales and service operations in any industry, a measurement of its dedication to maintaining customer satisfaction.*

*Rank Xerox provides the European dimension to the massive Research and Development programme undertaken by Xerox Corporation. In 1987, over 700 million dollars was spent on this vital activity. Recent initiatives in this field include a £4 million University Grant Programme that will stimulate research in office systems at eight universities in Europe; and the establishment of a new European systems research laboratory in Cambridge, called EuroPARC.*

***Designed to set new standards of business efficiency...***

The Rank Xerox Marlow headquarters has one of the highest concentrations of office technology in Europe.

Over 1000 workstations, sophisticated artificial intelligence units, word processors and computers place the company at the forefront of business efficiency and excellence.

Whatever the task, and at all levels within the organisation, these systems maximise the individuals' ability to collect information, create documents and communicate with their colleagues and customers in this country and around the world.

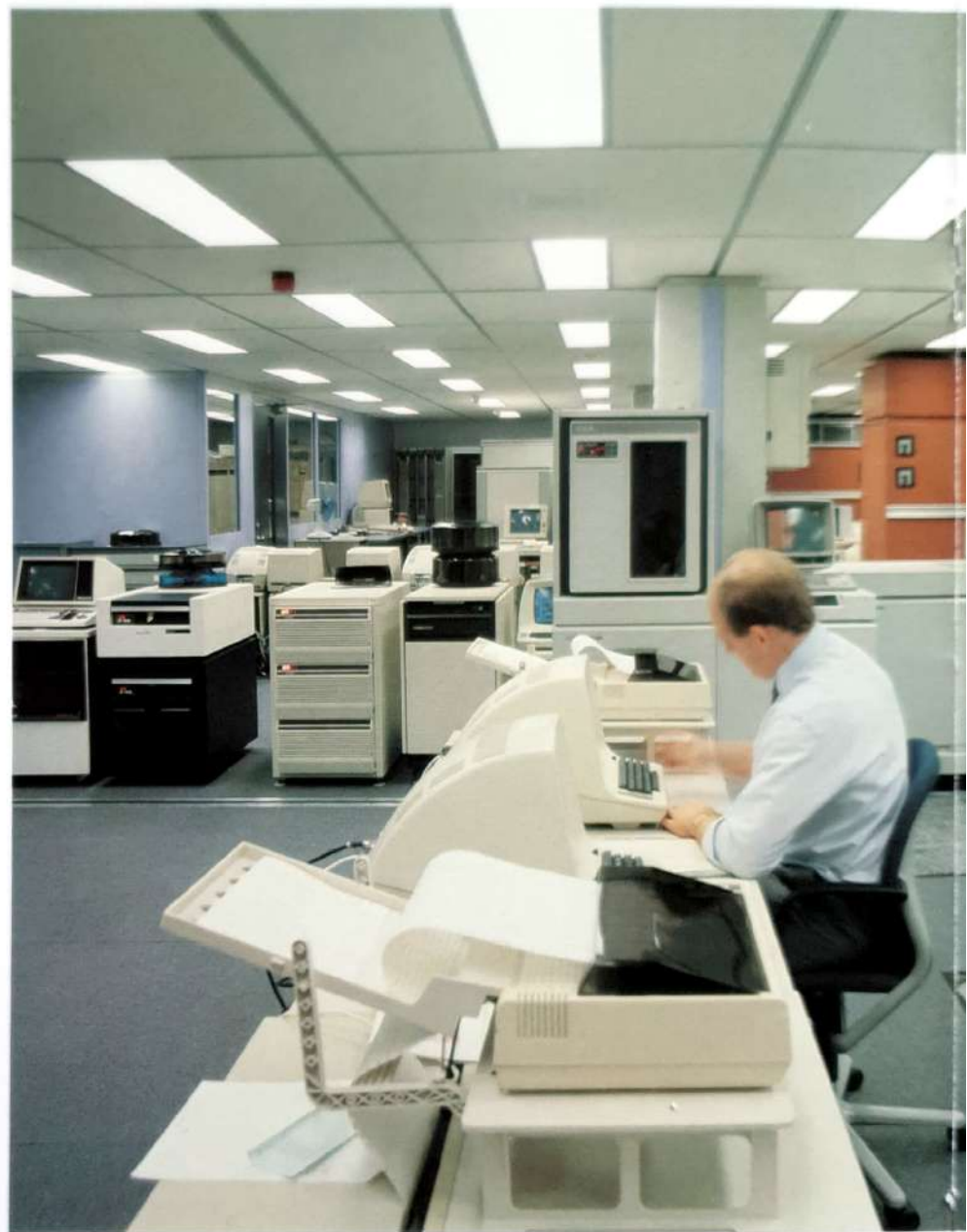
Beneath the floors at Marlow are cavities which carry telecom links, Ethernet and the power needed for the workstations. This will also allow the rapid and flexible interconnection of equipment. In addition, capacity has been designed in for future developments such as Astranet, the fibre optic version of Ethernet currently undergoing development.

Situated throughout the building are 'service' rooms to house the electronic files, copiers, printers and communications devices.

For the distributed services, a variety of different workstations will be used depending upon the particular application. Specialised word processors will continue to be used for dedicated text processing. Professional workstations will be used for specialised document creation requiring high quality text and graphics.

Microcomputers will continue to fulfil their role as local, low volume processors while increasingly serving as intelligent terminals linked to mainframe computer systems. All workstations will have the capacity to connect into the building's X8000 network and make use of the electronic mailing, filing and printing services.

For a company that makes a giant investment every year on research and



development in the field of information technology, there will be no shortage of new systems available to the planners at Marlow. And there will be no failure in the company's efforts to train every member of staff to use technology to its full capability.

Training is a constant, vital activity that supports all operations, not just at the headquarters building but all around the Rank Xerox world.







**Rank Xerox Marlow represents one of the most sophisticated and yet practical working examples of combined office systems and communications technology. The business services available to employees include:**

**Electronic document management:**

- document scanning
- document creation at local and remote stations
- electronic printing on centralized and distributed networks
- copying/duplicating on centralised and distributed networks

**Archive management:**

- material electronically indexed, stored and cross referenced
- retrieval on demand

**Electronic mail:**

- operating on local and corporate internet
- with gateways to public services

**Managed presentation rooms:**

- providing 'state of the art' presentation technology throughout the building
- with overhead and slide creation facilities
- equipped with presentation hardware as required
- and readily accessible via electronic 'public' booking system

**Co-ordinated message services:**

- efficient cost effective and fast system for routing messages worldwide via facsimile, telex, electronic mail and courier

**Telephone message management:**

- ability to divert calls to central message point when telephone extension is engaged or the employee is out of the office
- special dial tone tells employee to contact the message point



## ***The optimum balance between people and technology...***

*The building centres around internal courtyards on varying levels and with a different design theme to each to help people to orientate themselves. Office accommodation is both open plan and cellular with natural light provided to each individual office. Glare from sunlight is substantially reduced by the roof overhangs in combination with the use of translucent blinds.*



*Two 4-storey high atria provides a focus of interest and increase natural light. One rises from the reception area, centrally positioned to reduce walking distances, and the other encloses the staff restaurant, which seats 250 people and has adjacent servery and kitchen facilities together with a mezzanine level coffee lounge and bar. This very comfortable leisure area and the nearby fitness centre can be used outside business hours.*



*Situated only 40 miles from London, Marlow is strategically sited close to main road and railway links, and its proximity to Heathrow Airport provides convenient access to Rank Xerox international operations.*



*The outstanding natural beauty of the Thames Valley region was also seen as an important benefit for the company's employees, many of whom live west of London.*







*One of the main design features of the building is energy efficiency. Surplus heat from the high concentration of electronic systems is recycled for use elsewhere in the building. In each office, individual controls allow the occupants to set the temperature in their own office.*

*At Marlow there is one of the largest installations of 'uplighters' – a special lighting system which eliminates reflection, and is ideal for employees working with computer screens.*

*A total of 3,700 miles of single strand cable has been used for the telecommunications wiring at Marlow. In addition, the installation includes floor boxes, 4022 power points and the same number of telephone/data points. There is also 2¼ miles of Ethernet cable.*

*The Video Noticeboard (VNB) System comprises a central database of information and a number of dedicated terminals that are distributed around the building next to coffee machines and by the entrance to the restaurant. The VNB carries company announcements, public noticeboards and information on meeting room bookings, telephone directory and location maps.*



## **Investment in the Quality of life at work...**

Creating quality of life at work is of prime importance to Rank Xerox. At Marlow the company has invested heavily in each employee, providing facilities and services which not only make the working environment enjoyable, but give every member of staff the opportunity to develop skills and interests that will be of use in business and the community in general.

The building offers large open spaces which allow people to socialise and communicate with each other, but it also offers privacy and a quiet, calm atmosphere in the offices and open plan areas where work is done.

The care that was taken to create this human environment was as great as the effort and investment made in developing high technology systems and sophisticated building services.

By any yardstick Rank Xerox Marlow will remain for some years to come one of the advanced buildings in this country, where computers are employed to optimise the efficiency of functions as wide ranging as energy management to site safety.

But essentially the Rank Xerox headquarters is designed as a place for people. The professional responsibilities which they bear at the heart of an international organisation and their social needs have shaped the Marlow environment in equal measure.







**Building environment and security procedures at Marlow are managed via a Computerised Central Control and Monitoring System.**

**This operates a network of switches and sensors which constantly follow changes in air temperature, humidity, velocity and pressure, and also water temperature and pressure. Heating and ventilation programmes are controlled by the system to give the optimum environment throughout the day and night. Alarms and emergency systems are activated instantly if the sensors detect fire, smoke or excessive heat.**

**The system also collects and analyses data which can be used by managers to achieve maximum efficiency in building services under all conditions.**

**Distributed about the building are general purpose areas named 'Service-Rooms'. They contain similar equipment for the general use of anyone in the building and which is additional to any 'private' facilities, such as facsimile Telecopiers, that might exist. Typically, a service room contains:**

- XNS network printer**
- one or more Telecopiers**
- one of more terminals**
- storage space (for paper etc.)**
- mail delivery/pick-up 'pigeon holes'**

**The position of these Service-Rooms is such that the average distance from any individual's place of work to the nearest location is about 20m.**

## **Rank Xerox companies and associated organisations...**

### **International Headquarters**

Rank Xerox Limited  
Parkway, Marlow  
Buckinghamshire SL7 1YL

Rank Xerox Leasing  
International Limited  
Parkway, Marlow  
Buckinghamshire SL7 1YL

### **Fuji Xerox Co Ltd**

*Associated Company*

3-5 Asaka 3 Chrome  
Minato-ku  
Tokyo 107  
Japan

Korea Fuji Xerox Co. Ltd  
120-20 Seosun-Dong  
Choong-Ku, Seoul  
Korea

Philippine Fuji Xerox  
Corporation  
IFC House, Corner Alfaro  
and Gallardo Streets  
Salcedo Village, Makati  
Metro Manila  
Philippines

PT Astra-Graphia  
JL Kramat Raya 43  
Jakarta  
Indonesia

Taiwan Fuji Xerox Corporation  
Section 1-56  
Chung King South Road  
Tapei, Taiwan

Thai Xerographic Systems  
Co. Ltd.  
K & Y Building No 16  
Surasak Road  
Bangkok  
Thailand

### **Modi Xerox Limited**

*Associated Company*

Hemkunt Tower, 98 Nehru Place  
New Delhi 110 019  
India

### **Manufacturing Engineering and Research**

#### **France**

##### **Lille**

Société Industrielle  
Rank Xerox SA  
Zone Industrielle  
Route de Reckham  
59960 Neuville en Ferrain  
Lille

#### **The Netherlands**

##### **Venray**

Rank Xerox Manufacturing  
(Nederland) BV  
PO Box 43  
5800 MA Venray

#### **Spain**

##### **Coslada**

Rank Xerox Española SA  
Fabricacion  
Avenida de Fuentemar  
No 20 Pologono  
Industrial de Coslada, Madrid

#### **UK**

##### **Cambridge**

Rank Xerox EuroPARC  
61 Regent Street  
Cambridge CB2 1AB

#### **UK**

##### **Mitcheldean**

Rank Xerox Limited  
Mitcheldean  
Gloucestershire GL17 0DD

#### **UK**

##### **Welwyn Garden City**

Rank Xerox Limited  
PO Box 17  
Bessemer Road  
Welwyn Garden City  
Hertfordshire AL7 1HE



## **Marketing Operations**

### **Australia**

Rank Xerox (Australia) Pty  
Limited  
970 Pacific Highway  
Pymble  
New South Wales 2073

### **Austria**

Rank Xerox Austria GmbH  
Nussdorfer Lände 29/33  
PO Box 300  
A-1190 Wien

### **Belgium**

NV Rank Xerox SA  
Leuvensesteenweg 555  
B-1930 Zaventem

### **Côte d'Ivoire**

Rank Xerox Côte d'Ivoire SA  
L'Immeuble le Mons  
Abidjan Plateau  
Avenue Betreau Roussel  
01 BP 402 Abidjan

### **Denmark**

Rank Xerox A/S  
Borupvang 5  
DK-2750 Ballerup

### **Eastern Export Operations**

Rank Xerox Limited  
Eastern Export Operations  
Westbourne House  
14-16 Westbourne Grove  
London W2

### **Egypt**

Xerox Egypt SAE  
2 Lebanon Street  
Mohandiseen, El Giza  
Cairo

### **Finland**

Rank Xerox Oy  
PO Box 55  
SF-02631 Espoo 63

### **France**

Rank Xerox SA  
Tour Arago, 5 Rue Bellini  
92806 Puteaux

### **Germany (FDR)**

Rank Xerox GmbH  
Emmanuel-Leutze-Str. 20  
D-4000 Düsseldorf-Lorick

### **Greece**

Rank Xerox Greece SA  
154 Syngrou Avenue  
17671 Kalithea  
Athens TT 404

### **Hong Kong**

Rank Xerox (Hong Kong)  
Limited  
5th Floor, Fortress Tower  
250 King's Road  
North Point  
Hong Kong

### **Republic of Ireland**

Rank Xerox (Ireland) Limited  
Glasnevin Industrial Estate  
Finlad Road  
Dublin 11

### **Italy**

Rank Xerox SpA  
PO Box 3095  
I-20100 Milan

### **Kenya**

Rank Xerox Kenya Limited  
Kenyatta Avenue  
PO Box 20410  
Nairobi

### **Malaysia**

Rank Xerox Limited  
1-Jalan Bersatu  
13/4 Petaling Jaya  
Kuala Lumpur 46100

### **Morocco**

Xerox Maroc SA  
30 Avenue des FAR  
Casablanca 01

### **The Netherlands**

Rank Xerox (Nederland) BV  
Maasluistraat 2  
1062 GD Amsterdam-West

### **New Zealand**

Rank Xerox New Zealand  
Limited  
New Park Centre, Short Street  
Newmarket, PO Box 5948  
Auckland

### **Nigeria**

Rank Xerox (Nigeria) Limited  
Block C, Plot 3  
Matori Scheme Oshodi  
PMB 21314 Ikeja  
Lagos

### **Norway**

Rank Xerox A/S  
PO Box 905  
N-1301 Sandvika

### **Portugal**

Rank Xerox Portugal  
Equipamentos de Escritorio  
Limitada  
Av Antonio Augusto de  
Aguiar 106  
Lisbon 1000

### **Singapore**

Rank Xerox (Singapore) Pte Ltd  
190 Middle Road 18-01  
Fortune Centre  
Singapore 0718

### **Spain**

Rank Xerox Española SA  
Calle Josefa Valcarcel 26  
Madrid 27

### **Sweden**

Rank Xerox AB  
Domnavvsgatan 11  
16387 Stockholm

### **Switzerland**

Rank Xerox AG, Postfach 8050  
Thurgauerstrasse 40  
Zurich 70

### **UK**

Rank Xerox (UK) Limited  
Bridge House, Oxford Road  
Uxbridge  
Middlesex UB8 1HS

Rank Xerox Limited  
International Headquarters  
Parkway, Marlow  
Buckinghamshire SL7 1YL

