



A Guide to Cost-Effective Printing at GSK



Document Solutions
Your in-house printing resource



Customer Job:

100 Booklets

Color covers, front & back
24 black & white, double-sided pages
Coil binding

Production time

2 Days

Direct charges to customer's cost center

\$0

Introducing Document Solutions

Formerly *Integrated Document Services*, **Document Solutions** (DS) is our GSK in-house printing resource. Part of US Site Operations, Document Solutions offers cost-effective high-quality printing, reproduction and related design services, including full-color standard and large-format digital printing, file preparation, scanning, CD/DVD duplication, and more.

DS does a great job with lamination, like the cover of this brochure.



Why Look Inside First?

Because Document Solutions Saves You Money

Document Solutions is the only allocated internal (GSK) resource for printing in the US. That means the costs for most DS services are already covered in your business unit's budget. Go anywhere else, and it's like paying for those services twice.

Even for materials or services that aren't allocated, the direct charge to your cost center is *significantly less* than using an outside supplier. Since DS performs virtually all of its work internally more money stays inside GSK. And that's better for all of us.

Because We Know Saving Money Isn't Everything

Saving money is nothing, in fact, without quality, convenience, dependable service and on-time delivery. With Document Solutions, you don't have to settle for less.



Customer Job:

300 CDs

Reproduced with labels
and clam shell cases

Production time

2 Days

Direct charges to customer's cost center

\$372*

* Represents costs for materials: CDs, labels & cases.
All services are allocated.





Customer Job:
80 Binders

Color covers, front, back & spine
Die-cut pocket plus CD with holder
139 black & white and 18 color pages

Production time
5 Days*

Direct charges to customer's cost center
\$517**

* First 20 delivered in 2 days.

** Represents cost for materials: die-cut pocket, binders, CDs & cases.

Quality

We share your drive for excellence.

Our pre-production team carefully reviews every job to ensure that your requests are clear and that all files, photos and graphics are in proper order prior to printing. We also supply hard-copy and electronic proofs for your review and ours to make sure you get exactly what you want. Like any top supplier, we use only current, expertly maintained and calibrated equipment.

Convenience

We're right here!

You'll find Document Solutions service centers located at Franklin Plaza, Upper Merion, Upper Providence and Research Triangle Park. Visit the center nearest you or place your order online using our new self-service order entry system.

For complex and multipart jobs, we're just a phone call away. Our expanded team of account representatives is available to assist you personally and shepherd your job through to delivery.

DS offers a range of paper stocks and weights. Ask to see samples.



Dependable Service

GSK is our only customer.

We're an internal organization; if we don't please you, we *have* no business.

With as many as 40 years of experience, our team knows printing and production inside out. We'll help you find creative ways to produce your project professionally and cost-efficiently. Typically, that means with very little or *no direct charge* to your budget. For overtime, non-standard materials or other exceptions, we'll gladly provide an estimate. And because we're part of GSK, we guarantee 100 percent confidentiality.

On-Time Delivery

We keep our promises.

The minute we process your request, our electronic order-entry system assigns a tracking number and the clock starts ticking. We also partner with other site services, like Logistics and Distribution, to make sure we meet your deadlines. Period.



Customer Job:

20 Posters

Color, 30" x 40" format
Satin finish
Mounted on foam core

Production time

2 Days

Direct charges to customer's cost center

\$0



Here's Just a Sample of What We Offer

High-speed, high-volume
digital printing and photocopying in
color and black & white, including ...

- Booklets
- Brochures
- Case Report Forms (CRFs)
- Charts and tables
- Flashcards
- Memos
- Newsletters
- Package inserts
- Reference guides
- Reports/plans
- Tent cards and name badges
- Training manuals
- *Much more*

Large format printing—up to 54" wide

- Banners and signs
- Dry-erase boards
- Posters for meetings and events,
scientific abstracts, product
announcements, and more

CD/DVD duplication

Plus color labels and cases

Scanning & media conversion

Hard copy or electronic files converted
to PDF, TIFF or JPEG files

What
Can DS Do
for You?



Finishing & binding

- Coil binding
- Easel Backs
- Folding and scoring
- Lamination
- Mounting
- Perforation
- Saddle stitching, spiral and tape binding
- Shrink-wrapping
- Tear-off tablets and notepads
- Trimming
- *Ask us*

Collation & assembly

- Complex manuals, binder & folder kits
- Tabs, pockets, CD insertion

Personalization & mail preparation

- Personalized letters and mailings, including salutation, address, and message
- Envelope imprinting and stuffing

Forms creation and storage

Single- and multi-page carbonless documents

Production design

- Source file preparation
- Layout
- Incorporation of customer-supplied art
- Application of GSK and product logos in accordance with corporate standards
- *Ask us*

Project consultation

Strategies that produce high-quality results with minimal (or no) direct cost to your budget

If you don't see it here, contact a Document Solutions account representative at your location.



Let DS perforate a reply card or tear-off reminder for you.



Document Solutions

Your in-house printing resource

**CD/DVD Duplication
& Custom Labeling**
(Complimentary Blank Sample)

DS also can affix your CD or DVD to printed documents, as you see here.

Contact Document Solutions at Your Location

Site/Campus	Phone	E-mail	Mail Code
PHL	8-288-7370	IDS AccountManagement-PHL/PharmUS/GSK@GSK	3F0125
UM	8-276-6772	IDS AccountManagement-PHL/PharmUS/GSK@GSK	UW2406
UP	8-282-6495		
RTP	8-705-4444, option 7	IDS AccountManagement-RTP/PharmUS/GSK@GSK	

For complex jobs requiring binding, tabs, shrink-wrapping, distribution, CD/DVD duplication, and related production design, contact one of our account representatives, below.

Site/Campus	Account Representative	Phone	E-mail
PHL	Jim Ryan	215-751-4098	215-751-4098
PHL	Sheila Rosofsky	215-751-4109	215-751-4109
UM/UP/Renaissance	Jim Gaston	8-282-6495	8-282-6495
RTP	Kim Griffin	919-483-4524	919-483-4524
RTP	Lance Ellis	919-483-5298	919-483-5298

List as of September 2007



If your project needs a pocket, talk to DS.

Check Your **Budgetelligence** ...

Did you know that your business unit's budget allocation already covers most Document Solutions services?*

- Black & white photocopying
- Digital color printing (up to 1000 impressions)
- Finishing and bindery services
- Forms creation and storage
- Large format printing—posters, etc.
- Production-related design
- Programming for personalized printing
- Scanning and media conversion

*Exceptions include non-standard materials, overtime, temporary services and specific quantity limits, all of which can be estimated in advance. Expect these costs to be substantially lower than market price.

Look to Document Solutions First

Before you go anywhere else for printing, reproduction and related services, look to Document Solutions first. If our capabilities match your needs, you won't find a better, more budget-friendly option. Call us today at your location for a consultation. Contact the account representative at the location nearest you, or call 8-288-7007, opt. 6.



Document Solutions
Your in-house printing resource

Where Quality and Convenience Cost Less.

