EXPANDING PRODUCTION CAPABILITIES

Reengineering for Maximum Efficiency

CRAWFORD TECHNOLOGIES

BACKGROUND

This large internationally distributed organization provides comprehensive payment technology and services solutions to businesses of all sizes. They are about 50% through their migration to full color inkjet printing technologies, which they have deployed in their 2 large production centers. The services provider has been using Crawford Technologies print stream transform solutions for a number of years. They receive files from their customers in multiple formats, including AFP, Xerox Metacode, Xerox LCDS, PDF, PCL and PS, converting to AFP for printing and PDF for archiving.

The Challenge

The service provider recently had an opportunity to take on a large project that would involve the processing of over 800 million documents each year. The incoming files consisted of approximately 50 print product groups such as statements, tax documents, checks and other documents, distributed to the provider in close to 1,500 unique print file combinations. For example, statements might have 45 or more processing variations based upon the required production and handling attributes needed for this type of job. Although all of the specifications were embedded in the print file, typically on a banner page, this was not done consistently within different product groups or files.

The already composed print files required extensive reengineering, including applying new barcodes, swapping out images and replacing them with color images, and removing and adding banner pages. Not only was it essential that these requirements be supported, but the provider needed to implement an automated process that would be reliable and fast, with no margin for errors.

The process employed at the time by the service provider was to create an interface layer that was used to standardize the inbound print to a convention that would fit their production needs. This layer relied on internally developed APIs to extract data from the print file and insert the modified data into the AFP stream. It would normally take a programmer 20-40 hours per file to create the interface layer and custom APIs. Given the scope and complexity of this new project, it was not practical or economical to continue with this approach.

At a Glance

CrawfordTech Products:

PRO Transforms and Operations Express

Objective:

To be able to automatically process and produce over 800 million documents each year consisting of 1,500 job types

Approach:

Adding Operations Express, the provider was able to reengineer the jobs and convert incoming files to AFP for printing and PDF for archiving

Results:

- Existing processes were not modified or interrupted
- Reduced configuration time by 80% — from 20 to 40 hours per file to less than 10 hours
- Saved $250,000 in labor expenses

" *Our CrawfordTech software is solid and gives us exactly what we need. Their people, and particularly their support team, are unbelievable. We sometimes put them through a lot, and they always come through for us.* "
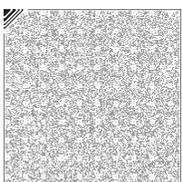
Get the app

VOICEYE

Solution

CrawfordTech worked with this customer to evaluate their needs in relation to their current infrastructure and licensing, factoring in seasonal production peaks and redundancy as well as their expectations of growth. After a thorough analysis, the service provider opted to add Operations Express to expand their production throughput, and to add more functionality to their existing Crawford Technologies transforms solutions. Their licensing configuration allowed them to test and upgrade quickly with no impact to ongoing production, ensuring a seamless transition.

Results

With their updated solution set, they were able to take on this large project, using a highly efficient automated process with their CrawfordTech solution to successfully reengineer and process the incoming files.

The average configuration time was immediately cut in half – from 20 to 40 hours per input file down to 10 to 20 hours. With additional experience, they now spend only 5 to 10 hours per file, saving them time and increasing their throughput and their profits.

Looking at the future, the service provider is confident that they will be able to leverage emerging technology such as Google Pony Express and Inlet with Crawford Technologies software.

" In running a high level benefit analysis, the usage of Operations Express saved us $250,000 in manpower expense and decreased our boarding time by 6 months for this conversion. In short, the product paid for itself almost immediately."

CrawfordTech Solutions

Crawford Technologies develops software and solutions to help enterprises optimize and improve the secure and accessible delivery, storage and presentment of their customer communications.

With over 1,800 customers on six continents, CrawfordTech solutions and know-how enable the largest banks, insurers, healthcare providers, utilities and print services companies to use their existing technologies, documents and data in new ways. We help them navigate the challenges in leveraging legacy applications in the platforms and applications of the future.

CrawfordTech's products, services and domain expertise reside at the nexus of content, data, and output management and are essential components of our customers' digital transformation, output management and document accessibility strategies.

www.crawfordtech.com | sales@crawfordtech.com