



Delivering 18,000 Documents per Day in Less Time and at a Considerably Lower Cost.

Overview

Challenge

To cut the printing and distribution costs of 18,000 documents per day

Faster delivery of time critical documents across 39 service centres to enable shorter order completion cycles.

IT Applications

DC/4 Isenkram ERP
WIN NT, 2000 and Unix

Scope

4 million documents/year
95 printers
525 users

Solution

AutoFORM server
AutoFORM design software
AutoFORM fax & email
AutoFORM PDF convertor

Why AutoFORM ?

"One of the few solutions that could handle high volume document outputs." D. Nielsen

Is it For You?

AutoFORM is compatible with all IT platforms and IT applications, and reduces document production and distribution costs.



"AutoFORM LaserNet handles all AO's business documents with considerable flexibility, speed and reliability" says Danny A. Nielsen, who is responsible for the AutoFORM operation at AO Johansen.

Brdr. A&O Johansen A/S (AO) stocks, distributes and supplies a comprehensive range of over 20,000 HWS & electrical products, making it one of Denmark's largest wholesalers.

One of their key business strategies is to use IT to improve company efficiency and customer service. For example, they were one of the first Danish companies to introduce a web-based customer ordering service. Back in the early 1990's AO was gearing up for a major replacement of their existing accounting system with DC/4 Isenkram. In addition, to improve the quality and content of their documents, the company invested in AutoFORM LaserNet output management software. In one stroke this solution brought AO:

- **Independence from printing suppliers:** AutoFORM arranges for logos and other design elements to be included in the print stream, eliminating the need for pre-printed stationery.
- **Freedom to switch to laser printers:** AutoFORM converts standard print-streams into formats that can be printed via impact, laser, or thermal barcode label printers (barcodes can also be printed via lasers).
- **Automate mailing operations:** AutoFORM supports OMR printing for automated paper folding & envelope insertion mailing machines.
- Lower cost **email, fax and Xml** document distribution.
- Financial benefits of **online document archiving** and viewing.



**AutoFORM :
Laser printable
documents with
barcodes**

Output & Document Management

Challenge:

- The need to distribute documents to 39 service centres
- High-volume printing. 18,000 per day, (4 million per year)
- Multiple document variations: over 90 different form variations required.

The solution

AutoFORM handles all printing from the DC/4 system. Some documents are printed centrally; but most are printed where they are needed at any one of their 39 service centres in Denmark and Sweden.

Apart from handling printing and distribution the system also converts invoices to a PDF format and makes them available to the customers via the AO website (secure portal). This enables less time to be spent on administration and more on customer service. AutoFORM also makes it possible to fax or email the documents to the customers, and ensures that documents are totally identical regardless of whether they are printed, faxed or emailed.

We can even print if a server fails!

As AO need to print high volume print quantities and batch processing, AutoFORM has been installed on two servers using 'cluster technology'. This fail-safe system, eliminates the risk of business disruption, as one server can take over in the event of the other failing (or during routine maintenance).

Quick, Simple & Easy Data Mapping

AO maintain all their documents themselves using AutoFORM Developer. Danny A. Nielsen says: "Working with AutoFORM is extremely simple. All the data mapping is conducted via AutoFORM's GUI interface. This Windows tool uses a split screen with DC/4 Isenkram sample data shown on one side and the pre-designed template on the other. All we need to do is 'drag & drop' the data to where we want it to appear on the form. The colour coding identifies what operations have been performed so that anyone can return to a definition months later and instantly assess how it has been



configured. The forms appear on screen exactly as they will be printed, enabling us to proof & edit as we go and eliminating tedious trial printing. This means that it rarely takes more than a couple of hours to generate a new form and less than 10 seconds to make it operational. The same goes for design corrections. Quick, simple and easy.

Smooth Implementation

The implementation of AutoFORM ran smoothly. We were able to reuse many of the templates and designs we already had. AutoFORM has proved to be a useful and high-quality product, and we have received good customer support from EFS Technology, says Danny A. Nielsen.

Business Benefits

"The benefits of using AutoFORM are enormous, even though we only use some of its functions. I doubt we could cope without this tool today" says Danny A. Nielsen. In particular we benefit from:



Envelope insertion. The documents are put in envelopes automatically by means of the sort codes AutoFORM prints.

- Major savings on postage
- Automated envelope insertion
- Eliminated time wasting manual faxing
- Onscreen document viewing means fewer copies need to be printed dramatically reducing printer lease 'clicking charges'
- Onscreen document viewing and electronic delivery enables faster document processing. Managers and front line staff can resolve queries and make business decisions in less time, as they don't have to hunt down paper records. Ultimately this leads to improved customer service and shorter delivery schedules.
- The customer feedback has been incredibly positive. The email function is especially popular.

The Future - Email & XML will be essential

Nielsen looks to the future: "AO has long since recognised that customers will make increasingly high demands on the appearance, content, format and delivery methods of business documents.

With AutoFORM we can offer our customers all the current and future formats. We can handle all formats from printouts to EDI, PDF, e-box, ebXML and fax.

We expect an increased interest among our customers in receiving invoices and account statements via email. This will save us a great deal of money on postage, and customers benefit by receiving the documents without delay. With four million documents a year, even converting a small percentage of postal deliveries to email or XML will mean enormous savings every year.

At AO we also use XML for several projects, which I expect will make communication with suppliers and customers even more effective."

WWW.EFSTECHNOLOGY.COM