



Print Room Outsourcing
learn about how exact developed an
innovative outsource solution for a
multinational telecommunications
company.



Customer Profile

A leading multinational company in the telecommunications industry handling more than 40 percent of the world's mobile traffic with customers in more than 175 countries and employing in excess of 40,000 service professionals.

Case Overview

The company operated an internal print room and its primary function was the production and distribution of training materials across the EMEA region. The print room occupied in excess of 100 square meters within their corporate offices.

The production process involved stocks of manuals being printed in bulk batches and being stored on site ready for distribution. Personnel ordered these manuals via internal email or internal post.

Given the nature of the customers industry, training materials were often revised, corrected or updated. Pre-printed manuals were pulled from stock and revised sections inserted. These alterations were documented using a manual docket system and an excel spreadsheet.

In addition, the print room required considerable back office input, processing purchase orders as well as the processing and payment of approximately 1,000 supplier invoices per annum.

Case Conclusions

Financial Control

The department represented a significant cost for the organisation.

- Capital expenditure and expenses including equipment leasing and maintenance, printing materials and shipping.
- 100 Square metres of corporate office space occupied.
- 2 Full time personnel with the associated employment costs.
- Back office staff

Our analysis pointed to significant saving achievable by outsourcing the print room.



Quality & Efficiency

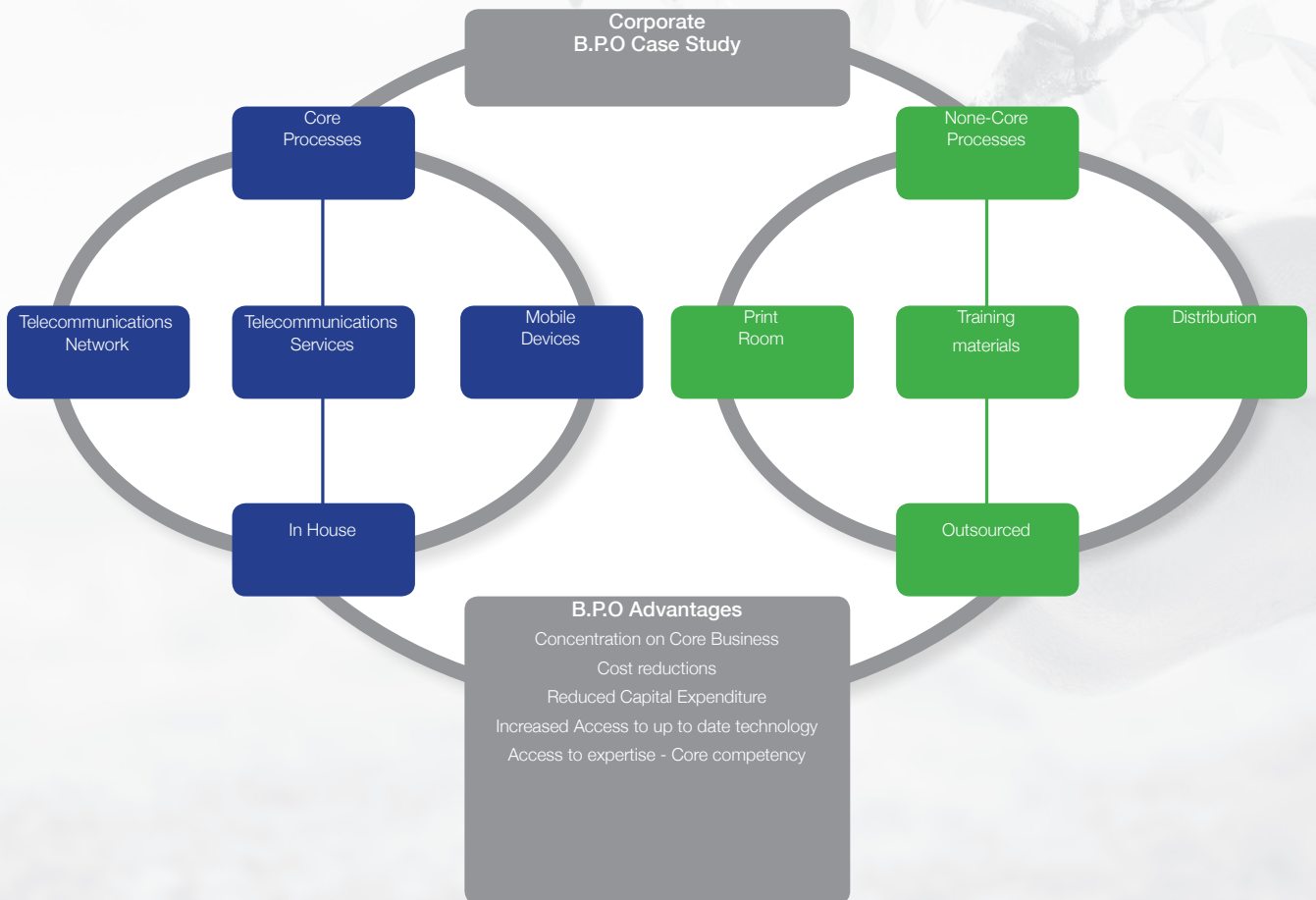
The company had no formal centralised system for the ordering & tracking of course material across EMEA. A large amount of time was spent scheduling and chasing deliveries of the material.

The company had no automated systems to store centrally and manage or track the soft copy files of course material and the numerous artwork revisions.

In addition, the company dealt with a huge quantity of invoices and purchase orders as part of the process.

We also concluded that the quality of printed material produced could be significantly improved by engaging Exact to print and finish their documents on state of the art printing equipment.

the Solution



the Solution

Exact Digital created a secure web-based artwork management system for the customer, with capability to manage ordering, order tracking, an online repository for artwork and archive of all courses and revisions.

Population of repository.

Once created Exact set about populating the repository with the customers existing materials,

- Exact gathered a current soft and hard copy of all training manuals.
- Exact developed and agreed a naming and revision convention for the materials
- Exact converted all course material to PDF print ready format with print instructions
- Where soft copy was not available, the hard copy was scanned, cleaned and converted to print ready PDF.

The top screenshot displays a web browser window titled 'Exact Training Materials > Home (DNN 3.3.7)'. The URL is 'http://trainingmaterial.exact.ie/Default.aspx?tabid=36'. The page shows a table of course materials with the following columns: Course Title, Updated Date, and Status. The table is filtered by 'L2U No'. The bottom screenshot displays a web browser window titled 'Repository'. The URL is 'http://trainingmaterial.exact.ie/Default.aspx?tabid=54'. The page shows a table of course materials with the following columns: L2U No, Course Title, Date Added, Job ID, and Price. The table is filtered by 'L2U No'.

Course Title	Updated Date	Status
SPN System Summary	1/4/2011	✓
OSN R2 10-3 Delta	1/4/2011	✓
Removal of Wireless R8 Operations	1/4/2011	✓
MON-L200 T6 No Operation and Maintenance	1/4/2011	✓
Stack Cluster Data Transport (stacking) WCDMA R8/R8-MS	1/4/2011	✓
WCDMA R8/R8-MS Operation & Maint	1/4/2011	✓
ENIG 2: Administration & Report Migration Workshop	1/10/2011	
MON in WCDMA and LTE	1/10/2011	
WCDMA RAN W10 Design	1/10/2011	
SPE SLS Troubleshooting	1/11/2011	
IS-MGW R8.1 Delta	1/12/2011	
ASB R10 Configuration Data	1/12/2011	

L2U No	Course Title	Date Added	Job ID	Price
L2P112383	Course Title very long just to make sure that there is no cropping of the full course title	2/10/2009	12-46-15	€ 8.37
L2U108688R1A	ISN SGN R8 Configuration	3/10/2009	3-09-45	€ 8.47
L2U1082121 R1B	SmartEdge R8 add-on IP QoS Configuration and Monitoring	3/27/2009	2-36-55	€ 8.47
L2U1087458 R1A	WCDMA RAN F7 IP Configuration	3/27/2009	2-38-56	€ 8.47
L2U1082123 R1A	NetOp R8 EMS Foundation and Operation	3/27/2009	2-39-51	€ 8.47
L2U1082119 R1A	SmartEdge R8 add-on PTA Configuration and Monitoring	3/27/2009	2-40-19	€ 88.57
L2U1082108 R1A	SmartEdge R8 System Operations and Maintenance	3/27/2009	2-41-30	€ 7.87
L2U1087299_R1A	WCDMA_RAN_F7_IP_Transport_Network_Design	3/27/2009	2-42-22	€ 14.07
L2U1082109 R1A	SmartEdge R8 System Troubleshooting	3/27/2009	2-45-26	€ 8.47
L2U1086918R2A	WCDMA RAN PG Node B Commissioning	3/27/2009	2-45-34	€ 15.47
L2U1087013-R1A	IS-MGW 1.2 Operation & Configuration	3/27/2009	2-46-54	€ 12.47



Features of the artwork management system

- Securely upload and view the status of all native files during the proofing process
- On line proofing and approval of artwork.
- Secure storage of completed artwork, ready to view or order.
- Integration with SAP procurement system with capability to allow orders in SAP to update the artwork management systems ordering and tracking interface.
- Customer has the ability to order via a web-shop interface which allowed them choose a document, order it and specify quantities and to choose from default or bespoke delivery arrangements.
- Customer has the capability to view all orders in progress, together with all relevant information in real-time, via the secure online artwork management system from any location.

The system allows the customer the ability to view & track every aspect of the process from the proofing including native and final artwork, to approved artwork, as well as initial order to proof of delivery, all in real time.

the Results

The company has now completely outsourced their requirements for training material while maintaining full visibility of every aspect of the process.

Key advantages of the solution are as follows

- Release of prime office space.
- Significant reduction in personnel costs
- Reduced printing costs by producing the documents on Exacts industrial standard printing equipment
- Elimination of all print equipment leasing and associated depreciation costs.
- Reduction in invoice processing from several thousand invoices to 12 monthly invoices per annum.
- Reduction in back office costs in respect of staff payroll and the provision of benefits.

- All native artwork, proofing activities and final approved artwork are tracked in real time on a secure web-portal to all stakeholders with access rights.
- All artwork and naming conventions are standardised allowing easy identification of correct artwork.
- All orders placed for any worldwide destination can be tracked from initial order details to date of time of printing to proof of delivery.
- Historical orders and reports on ordering profile can be generated by the customer.
- SLAs and non-conformities are controlled by applying rules within the artwork management system.

The automated systems developed by Exact allows the agreed SLA terms to be programmed into the system and these drive the production and shipping deadlines. All work is now printed using the latest automated industrial printing technology. This has created significant financial and administration savings.

about Exact Digital

Exact Digital was established in 1997 and has become a leading provider of business process outsourcing services, digital print and direct mail.

The company has continually invested in the latest mailing and print hardware & software. Exact now work with some of the world's leading brands and have developed a track record of successful implementation of large scale outsourcing projects with SME and corporate customers.

Leading companies have created significant cost savings by leveraging our software, commercial printing and mailing hardware solutions to outsource non-core processes such as their internal print or mail room.

Exact Digital are members of the Perigord Group which are a global production services agency providing artwork, brand & print management products and solutions.

Exactdigital

