

Equitrac Office for the insurance sector

Capturing document cost and printing secure



INSURANCE - The customer added cost management and cost accounting software to the Xerox portfolio with use of both Windows and iSeries Printing.

Secure printing with Follow-You Printing and cost allocation.

Challenge

The customer is an internationally operating company which serves approximately 75 million customers in about 70 countries. On the insurance side, they are the market leader in the German market and has a strong international presence. Their goal is to become the most trusted financial company throughout the world. Reliability and security are their keywords. And these keywords can be found in every aspect of the organization.

The company has been a Xerox customer since 2004. At the start of 2008 they requested cost management software to be added to their print workflow. They wanted to capture document costs and allocate it to the appropriate account. But also, they wanted to secure printing which would keep documents in a secure location until released by users. The customer had one more request, being that the cost management solution needed to work with both Windows and iSeries.

Solution

Xerox offered Equitrac Office as the solution which would be able to match all requirements. Equitrac Office would offer The company more than just the required cost allocation and secure printing features. Its variety of options would help the company to reduce printing costs and also limit impact on the IT department. Xerox offers Equitrac software as an embedded solution which integrates with all Xerox Multifunctional Printers (MFPs).

The specific requirement made by The company of being able to capture costs for printing from both Windows and iSeries environments, also impacted the Blue Server system used by the company. Blue Server™ is a document management software that handles AFP, IPDS, SCS coming from IBM Host systems and converts documents into PCL, PostScript or PPML for remote printing or PDF, PDF/A and TIFF formats for viewing, archiving or email or faxing. The company had been working with Blue Server since 2004. It was key that the Equitrac software would fully integrate with Blue Server as well. MPI Tech, was included to make the necessary adjustments to the software. And a new integration between Xerox, Equitrac and MPI Tech was formed.

In order to create a functioning integration, MPI Tech looked into the workflow. Print tracking/accounting works on a "per user" basis and sits on a server receiving PCL data from the network which was also the case for Blue server. Blue server receives AFP/IPDS data coming from the iSeries, converts it to PCL and sends the spool files to the print tracking/accounting queues. Usually the iSeries user name and network user name are not the same which then causes a problem for the cost allocation via the Equitrac software. MPI Tech therefore developed a new feature which enabled Blue server to capture the iSeries user name and then swap it from a table supplied by the customer. Blue Server would then send the user name in an appropriate format to Equitrac software using special PJL commands, so that the application would be able to recognize the user and have the cost allocated to the appropriate account.

Results

After the necessary adjustments were made, the customer could start using the Equitrac software. Employees would now submit print jobs, after which they were stored on a secure server. Only after identification, these jobs would be released and printed. This feature had multiple benefits. Confidential documents would only be viewed by those meant to see them. But users could also choose to delay picking up their print jobs without losing them. Scenarios where people would search through piles of paper to try and find their documents, belonged to the past. And when spotting an error, it could be corrected, without having to throw away a printed document. The user could simply choose to print the document again and delete the first copy with the error. These added benefits contributed to significant cost reductions.

This customer case contributed to product enhancements for Xerox, Equitrac and Blue Server. The company became more reliable and more secure in its printing activities and can fully focus on their aim to become the most trusted financial company in the world.

equitrac
Office® 4



Working together...getting results.

Together we can.

For more information

on the Xerox Alliance Partner Programme, visit www.xerox-solutions.com/Partners

In Europe, please contact your sales representative.

