



About ABBEY

Abbey is one of the UK's leading personal financial services companies, with more than 18 million customers and 26,000 employees.

Adapting to customer needs, however still involves massive amounts of complex internal reporting. It is almost impossible to believe that this too can be simplified, but, as Oliver Pilter explained, that is exactly what is happening within the Media Library and Print Support department of Abbey.

Media Library and Print Support is responsible for the mainframe output of all internal reports to the national network of branches and Main Offices, including main payroll for its 26,000 employees.

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In the complex world of finance, adaptability is the key and no one has set themselves the challenge of being adaptable more than Abbey.

Such a mammoth task was hindered by a printer system that was 17 years old and incurred frequent breakdowns. As Oliver Pilter explained, problems with the system often slowed production.

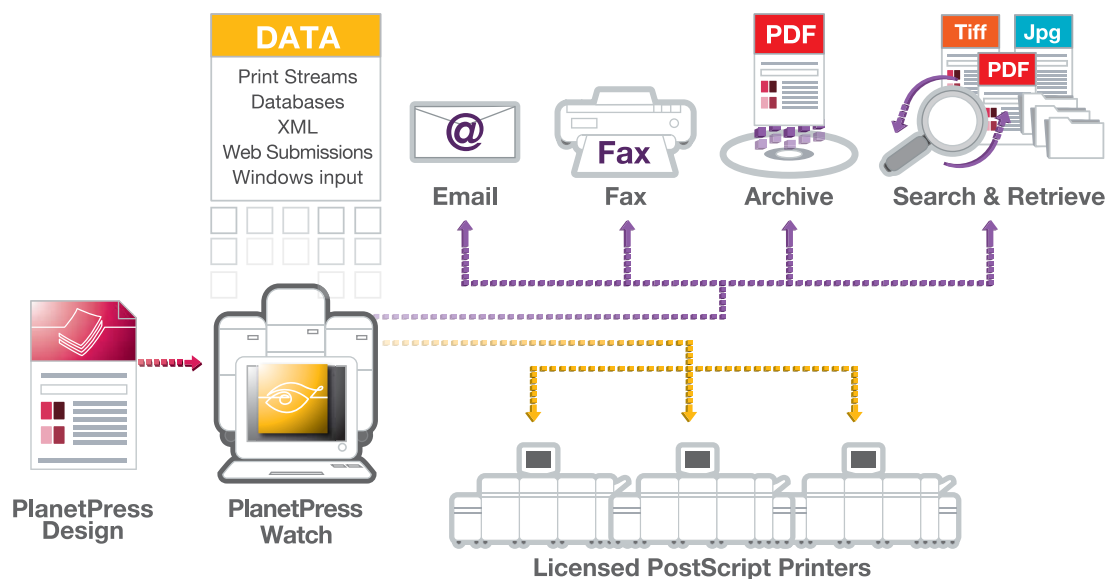
"Frequent breakdowns, poor print quality and inflexibility. There was no software tool associated with it, it was just purely the mainframe printer and there was no user intervention. You couldn't stop prints. A lot of prints were just wasted and thrown away."

"Data manipulation was not possible at all. It was purely a print file and you sent that print file to the printer. There was no flexibility in it at all."

Following one particular instance, a printer replacement project was introduced to try and resolve the current issues.

"It adapts to the business needs. Truly adaptable. It has no restrictions. Rather than making the business adapt to the solution, the solution always adapts to the business."

"We had a major problem distributing mainframe reports to the branch network, reports getting lost and so on and sometimes they didn't arrive in the different business areas as they would get lost in branches and so, we wanted to look at a solution that not only provides them to the area, it provides different formats - via fax, email & the back-office network. We wanted to be able to re-print and control the data."



In May 2004, following a recommendation from the printer hardware supplier, the department also purchased PlanetPress Suite by Objectif Lune, which has enabled them to solve this and other issues they were experiencing with the reporting process. Use of the image tool in PlanetPress has enabled Abbey to create the PDF image files of reports for distribution to branches and relevant areas via fax or email, eliminating the issue of lost and misplaced reports; whilst the data manipulation functionality and variable data templates in PlanetPress are helping to improve the payroll process.



"We've halved the production time for the payroll."

The benefits of PlanetPress do not stop there however and there are plans for increasing its usage still further.

"We're just at the tip of a big iceberg. We are looking at creating a new online Fiche solution. We create multiple microfilm images and they are for long-term storage for people to view back in various business areas. We want to instigate developing a replicated service via PlanetPress Image and deliver PDF's out to various people in these areas via the network."

These microfilm images provide a detailed overview of transactions relevant to the different business areas, from BACS transactions to mortgage transactions. Using PlanetPress, the Media Library & Print Support department will be able to carry out the whole process of creating and storing individual reports.

The software is already starting to deliver a return on investment - though print reduction and lower hardware support costs.

"We perform a high volume of month-end work; we produce various daily reports associated with the business, large volumes of payroll once a month. The volumes peak at different days."

"If I use payroll as an example; we previously spent three days from start of production to end, dealing with printer problems that is down to about a day and a half, so we've halved the production time for the payroll."

The flexibility of PlanetPress has enabled Media Library and Print Support to streamline and automate many of its existing reporting functions as well as enhance the reporting process.

"PlanetPress Watch is the most impressive tool within the PlanetPress suite that we like using. We've found it to be the most flexible tool. It allows you to automate several different elements."

So far we haven't found anything that you can't do. We keep finding all the things that you can do with it, it's just a matter of finding the time to implement them and test them. It is truly adaptable to the business needs. Rather than making the business adapt to the solution, the solution always adapts to the business."

PlanetPress is helping Media Library and Print Support to meet the requirements of the business and support Abbey's mission to simplify communication - to staff as well as customers.



Oliver Pilter (Left) and his colleague, Matthew are the trained PlanetPress Developers in the Media Library and Print Support department of Abbey.

PLANETPRESS SUITE

The ABBEY PlanetPress Suite Solution:

 **PLANETPRESS. DESIGN** Flexible, Powerful, Transactional & Personalized Document Creation.

 **PLANETPRESS. IMAGING** Electronic Image Generation for Archive, Email & Fax.

 **PLANETPRESS. WATCH** Automated Document Output & Distribution Management.

for more information, visit
www.objectiflune.com