



SOLUTION IN ACTION
FLEXIBLE DOCUMENT MANAGEMENT, INCREASE
EFFICIENCY & PRODUCTIVITY AND REDUCE LEAD TIMES



TELECOM ITALIA OPTIMISES
BULK PRODUCTION OF INVOICES

Telecom Italia was producing invoices in a legacy host environment using a customised system developed during the early 1990's. As part of the global reorganisation of its information technology systems, it has completed the re-engineering of the entire invoice generation chain for consumer and business clients.

Also the new system was required to replace the old one and allow the integration of standard market products to reduce maintenance costs.

The new project emerged under the leadership of Accenture in cooperation with PrintSoft and eBilling. M-PReS Production from PrintSoft and an Oracle Database were the obvious choice for the new system and have enabled Telecom Italia to successfully migrate to a UNIX platform. eBilling is a system integration and document management specialist.



About
Telecom Italia Group

The Telecom Italia Group is active in fixed-line and mobile telecommunications, the internet, media and news respectively through Telecom Italia, TIM, Alice and Virgilio, La7, MTV Italia, and APCOM, all of which are high-profile brands with a reputation for competency and reliability.

The Group also operates in office and system solutions through Olivetti, which remains a flag bearer for Italian technology and design around the globe. At the heart of Telecom Italia's operations is a portfolio that ranges from consumer focused convergent communications services to business-oriented advanced ICT solutions. In everything it does, the Group seeks to cater as closely as possible to the needs and requirements of each customer group.

The Group's integrated range of offerings, proprietary platforms and flexible, advanced network architecture leverage the full potential of fixed-line and mobile broadband to offer convergent solutions for communication, websurfing, always in-touch services and, more generally, serve as a gateway to the digital world from the home, the office and on the move, from any fixed-line telephone, cellphone, PC or TV. The Group's fully featured business portfolio covers every category of business needs, from freelance professionals to SMEs, major corporations, institutions and public government bodies.

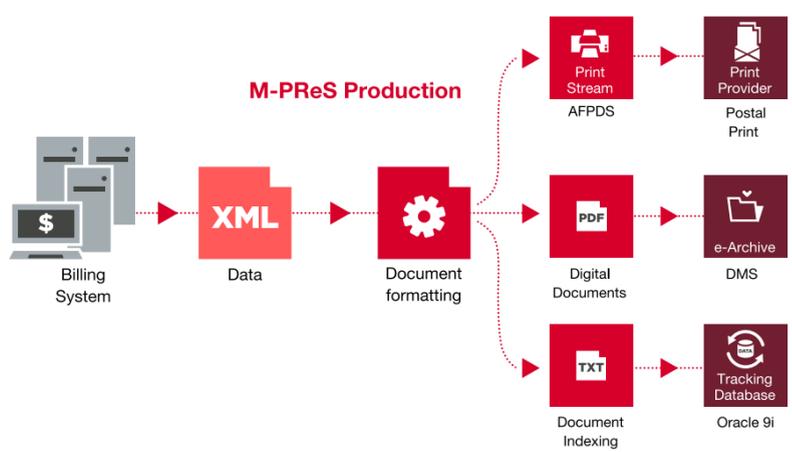
www.telecomitalia.com

The Task

With over 27 million customers, Telecom Italia is Italy's leading supplier of landline telephone services distributing over 140 million invoices generated, totalling over 465 million physical sheets produced annually. The procedure behind the production of invoices for both private and business customers was completely restructured during the project within the framework of a global reorganisation of Telecom Italia's IT requirements.

The replacement system needed to support the following:

- Creation of over 10 million documents within a period of 48 hours
- Creation of complete documents for printing and archiving
- Complete transparency for the current print operator
- Conversion from a host environment to an open environment
- Conversion from Telecom Italia specific solutions to standard market products
- Use of XML data for communicating between different applications



The Solution

The solution was to produce the documents using PrintSoft | M-PReS Production in a HP UNIX and EMC storage environment integrated in eBilling's BCPortal, the reference framework used by eBilling for developing the project application components. This allowed production printing in AFPDS and PDF format as well as an archiving database based on Oracle 9i.

Formatting of Invoices

PReS Designer was selected for designing the documents because it was fast and easy to use and its logic could be integrated into complex PReS scripts. M-PReS Production enables industrial printing in AFPDS format and supplies PDF format for a document management system integrated in eBilling's BCPortal.

Tracking Database

An Oracle 9i report database was set up to monitor the production process and optimise postage. The Output Manager was then employed to automate the process so that invoice creation and the tracking database would start automatically. This ensured a high level of security during the production process as well as the creation of comprehensive production logs.

Process Architecture

XML is chosen as the exchange format between the applications of the new process model. This technological infrastructure enables the production of over 11.6 million documents (which equals nearly 39 million sheets at the same time in AFPDS and PDF) for each monthly billing cycle in less than 22 hours.

M-PReS Production brings more flexible document management, increased efficiency & productivity and reduced lead times.

PrintSoft | M-PReS Production

M-PReS Production is a formatting engine that is designed to work with document templates designed by PReS or PReS Designer. It supports a variety of input and output formats - a powerful addition to the PReS range of products bringing greater flexibility to the production of quality personalised documents.

Cross Platform implementation

Cross Platform implementation allows jobs to be run on both Windows and high-end Linux/ Unix servers. M-PReS Production is flexible and innovative with powerful debugging and preview options operating on multi platform Linux/Unix and Windows.

M-PReS Production single print control handles a variety of electronic document formats and data streams

It provides a preview functionality while you print, single or continuous print production also from a specific record, extensive debugging facilities and variable monitoring and testing.

About PrintSoft Solution

PrintSoft is globally recognised as the pioneer of variable data composition technology for high speed printing. PrintSoft provides software solutions for creating highly personalised, dynamic documents for transactional, directmail, white mail and transpromotional applications. PrintSoft has the largest installed base of service bureaux clients in the world. With installations in over 50 countries, PrintSoft offers its customers unparalleled breadth and depth of expertise.

PrintSoft can provide a customised solution that suits your ongoing needs, enabling you to effectively communicate with your customers.

www.printsoft.com

About eBilling

Ebilling is a company focused on digital document life cycle management; its key functionalities include document multiformat composition and multichannel delivery, e-invoicing, substitute archiving, records management, EDI. Ebilling was founded in 2001 in Modena (Italy) and since then it has been helping customer companies and organizations to reduce costs and improve effectiveness of their business communications.

Business Communication Portal® is Ebilling's own comprehensive software platform, to design and deploy highvolume and high complexity doc services based on M-PReS tool for the document composition. BCPortal® allows companies to enhance the composition, management and delivery process of their transaction statements and other complex communications.

Ebilling's reputation is built on contributing its special people, technical knowledge and extensive R&D plan to provide companies with constant innovation and cultural development in business communication management.

www.ebilling.it

