



First Data Corporation

First Data powers the global economy by making it easy, fast and secure for people and businesses to buy goods and services using virtually any form of electronic payment. Whether the choice of payment is a gift card, a credit or debit card or a check, First Data securely processes the transaction and harnesses the power of the data to deliver intelligence and insight for millions of merchant locations and thousands of card issuers in 37 countries. For more information, visit

www.firstdata.com

Quicker reprinting of documents thanks to automated processes and efficient archiving

Are your existing processes a routine or do they offer a great potential for savings? For the processing of credit card statements by financial institutions, the latter is true. Internal and external customer service processes often require the printing of copies of electronically archived documents. However, the manual process of printing

copies consumes substantial resources and is therefore costly and inefficient. In short, it is a costly and time consuming business process that provides the potential for automation and optimisation. Archive and document management is the key.

Existing processes – the challenge

Headquartered in the U.S., First Data is a world-leading provider of e-Commerce and payment solutions. The company's portfolio ranges from electronic payment processing and security solutions to print and mail services. Corporate clients include international banking organizations, credit card companies and large organizations in the private and public sectors. Its Greek subsidiary, First Data Hellas, is a leading payments processor in Athens, offering a full range of electronic processing services, fraud & risk management, customer management, contact centre services, card personalization and printout services for clients from both the public and the private sector.

It is a challenge if, every day, hundreds of copies of receipts and statements have to be printed, enveloped, sorted, grouped and sent to individual branches / offices. Until now, this process followed a set routine: Banks submitted their data files with credit card numbers via phone or fax, asking for the respective statements to be printed. The localization, printing and dispatch of the individual documents were then carried out manually.

This time consuming process provides untapped potential for automation.

New software for new processes

Following a thorough market analysis, First Data Hellas opted for Déjar, a web-based archive and document management solution from PrintSoft. Unlike other systems, Déjar processes the original spool files, data that is usually sent to high volume printers, analyzes and stores individual components along with indexing information. These components are reconstructed when the document is requested and is shown as a complete document. The data stored in the system generates a precise copy of the original printed document. This solution from PrintSoft makes

the manual readout of incoming print orders from fax lists obsolete. More than that, the credit card numbers are submitted by the banks using a pre-defined worksheet. Déjar then automatically reads the relevant information, localizes the documents and prepares the previously verified data for printing. Finally, all documents of the respective customer are printed in one batch and are then ready for dispatch. It is even possible to make the system available online. This allows First Data to offer its clients a much broader service spectrum.

Case Study First Data Hellas

Individual customisation

PrintSoft, in collaboration with its local partner, ComPage has customized the system to meet the specific requirements of the client. The system now archives and sorts all versions of a document. However, only the latest version of the respective document is printed for dispatch. In addition, the system has been equipped with a control feature that can distinguish between

different versions of the same document. Déjar recognises the different versions during the archiving process and flags them by means of version numbers, scalable identification and different icons. That way, the documents are clearly represented and the latest version of a document can be easily identified at any time.

High level of backup security and time saving

The solution uses two Déjar servers with identical configurations. The spool files of the main server are archived on the second server by means of mirroring. Therefore, both servers are synchronised at regular intervals. In the event of a main server failure, the system temporarily assigns the data streams to the second server. As soon as both servers are back in operation, the original set-up is restored: The primary server automatically recognizes any changes made, while the second server is used as backup.

Thanks to the use of the archiving system, First Data has been able to significantly increase its

productivity. Whereas in the past, the printing and dispatch of documents was a time consuming process that took several days, this task can now be carried out in the shortest possible time. The standardized data submission procedure via worksheets is also embraced by the financial institution. As a result of a thorough case analysis prior to implementation and the customization of the system to customer requirements, the solution offers both increased security and time savings.

PrintSoft | Déjar

PrintSoft's Déjar is the latest in on-line document archiving, enabling documents to be delivered at very high speed without having to deploy and maintain proprietary software on the desktop. You will benefit from an efficient workflow that saves you time and money.

In a typical situation a customer contacts your business or call centre to enquire about a document they have received. With the Déjar web application, your operator can quickly locate the client's document and display it online. It's that easy! Déjar archived documents can be reproduced or copied as many times as you like, without visual degradation. Déjar is also able to store scanned documents for high speed retrieval.

The system supports LINUX/UNIX and can be used as standalone module or easily integrated into the environment, facilitating a complete document lifecycle workflow.

Ensure compliance with the existing regulatory requirements, support your internal processes, eliminate paper work or even extend your service portfolio while accessing archived key information fast, easily and securely.



PrintSoft

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About PrintSoft

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, direct-mail, 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 Compage S.A.

Compage offers customers integrated digital printing solutions and electronic document management, as well as trustworthy and reliable services to a loyal customer base. As an expert in printing applications and solutions, the Company has become one of the best known companies in the Greek market, launching major accounts of well established private and public companies, both in Greece and abroad.

Compage operates exclusively in the markets of digital printing (hardware and software solutions) and electronic document management, with a focus on high volume printing.

The company offers a range of services to help customers produce even the most complex and specialized projects. Compage is an authorized representative of Océ Printing Systems and Printsoft.

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