PrintSoft
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| **Case Study** Thomson Reuters Australia

Thomson Reuters

Thomson Reuters is the world's leading source of intelligent information for businesses and professionals. In Australia and New Zealand, the company focuses on delivering accurate, relevant and timely information and information management solutions for legal, tax and accounting businesses, professionals, academics and students. They have a talented team of more than 550 working primarily from offices in Sydney, Melbourne, Auckland and Wellington, with sales offices in Adelaide, Brisbane, Canberra and Perth. Thomson Reuters includes some of the most respected and trusted brands in the ANZ region, whose products and services are now delivered under the Thomson Reuters brand.

www.thomsonreuters.com.au

Automating customer correspondence

A robust and integrated solution: Managing all aspects of the print process

Thomson Legal Services (now Thomson Reuters) was seeking out a solution to manage their print processes for customer documentation. With this in mind, PrintSoft was approached to design a solution to manage and control in-house customer documentation. The end result was a unique and flexible design that addressed each of these challenges by directly interfacing with their customer database.

Created through an iterative design process, the final implemented solution met and exceeded all the stated requirements from Thomson Legal Services and allowed them to retain the intellectual property and business processes that surround their customer document life-cycle.

Tailored Integration

The solution contains three key elements; a custom design scheduler application, PrintSoft | PReS processing script for document production and a re-prints generation system.

The scheduler system manages process controls and event triggers as well as managing the

upload of print files to specified locations for print production. PrintSoft's powerful PReS processing script is also able to connect directly to the Thomson SQL database.

Variety of document applications

PrintSoft's PReS solution caters for all required document types for Thomson Legal Services, where managed production includes four different types of invoices, two different types of delivery dockets, packing slips, adjustments, credit notes and multi-page customer statements all created for four different departments.

Customer statements are produced in a monthly processing cycle, where all other documents are produced on a daily cycle. The combination of multiple business units and document types means that PrintSoft's implemented solution caters for up to 29 different document types which are all created in the one production run.

Once the document production process is complete the application directly updates the database to reflect the print date and status for each entry, allowing the re-print system to access the original document as needed.

The print outputs are created in two key types, one for internal print processing and one for mail processing by external suppliers. Outputs are then uploaded to specified network folders depending on how and where the print production is scheduled.

Customised Re-printing Functionality

The re-prints process is also a custom solution implemented for Thomson Legal Services .Each Thomson's office in the Asia Pacific Region has the capability to access and manage document re-prints at will.

Using the re-prints application via their intranet, customer service staff can log into the system, browse and select specific documents (single or multiple) for re-printing. Once selected and launched the re-print process extracts the records from the database and using View PDF, returns documents on the fly by launching PDF PReS to create the required documents and displays them on the users' screen.

The user is presented with the option of saving the file to a local drive or printing the file to a local printer. Using an inbuilt version control process, the system retains all versions of print scripts for a minimum of 7 years to meet regulatory requirements on document retention.

Each re-print is generated using the version of the Print Script with which they were originally generated, allowing for an exact reproduction of the original document regardless of updates or changes to the print production system from the time of its original production.

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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.

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