



Case Study...  
**Finance**



**Staffordshire based Britannia Building Society used our call-centre document management system to print letters at their remote mailing house facility**



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 Program Products (UK)

# Britannia

'Britannia Building Society's Karen Darby said, 'Program Products' document management system will allow us to give our customers and members better service and help increase output volumes.'

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Britannia Building Society has been one of Program Products' customers since the mid 1980s. The company regards us as a trusted supplier and partner. Over the years we have supplied and supported PostScript/PReS, GO/PReS and Transworks, as well as our archiving and viewing, and TPO! disaster recovery solutions.

At the beginning of June last year, Britannia approached us about the way in which it was printing customer letters from its Telesales Department. The department had recently implemented Clientwise CRM software from Fineos, and wanted to print these letters at their remote mailing house facility rather than to local desktop printers.

After an initial investigation, we proposed our call-centre document management system. It is a modular control and management product that accepts MS Word input. It handles the batching and submission of these documents for composition through PReS, spool management of PReS output to printers and submission of these print runs to document archiving products. There are optional modules for processing document batches through mailsort routines for postcode sorting and also for integration with our e-delivery product suite.

And because the production output of these documents is handled by PReS, it can accept one-off MS Word documents and drive high volume printers – in whatever language they need to run. It also means that data-driven machine marks can be added for selective insertion of leaflets during the fulfillment process.

The flexible architecture of the system allowed us to integrate with both the MS Word based Clientwise front-end and the existing PReS based central print facility.

We incorporated an additional 'print' button to the Clientwise Word interface that allows both the redirection of the printed output to the central print facility and also the selection of the pre-printed inserts which are to be enclosed with the primary document.

The call-centre document management server receives, validates and converts to a PReS-ready format. Requests are then batched at a pre-determined time by template type and spooled to a PostScript print file. This file is then transmitted to the remote print facility through the existing print management server TPO!.

The whole process is automated and monitored from print submission through to printed output. In addition, an audit database (Oracle) is updated at every step to provide tracking and management/audit information.

## Britannia Head Office

