



Solutions...
e-Output



Waterwise e-Output Solution

HTML OUTPUT FROM PREs

City West Water provides water, sewerage and trade waste related services to domestic, commercial and industrial properties in Melbourne's central business district and the inner and western suburbs. It delivers water through a 3,615km network of water mains to over 268,000 customers.



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City West Water were looking for an electronic document format so that both customers and call center staff at City West Water would be able to view accounts online. This would give customers the ability to check their accounts on the City West Water website (www.citywestwater.com.au) and also give call center staff access to the same accounts whenever a customer made an enquiry.

City West Water currently print their accounts using PREs. Rather than duplicating effort and having to maintain logic and layout in more than one program, it made sense that the electronic accounts should be created from the same program that created the printed documents. Therefore, outputting both HTML code and print files from the one PREs script provided the ideal solution.

As City West Water had an existing web site, there was a need to integrate these accounts into the current Internet system. Web developers integrated the HTML created out of PREs into the current web site to create a seamless link to the customers' accounts. The HTML from PREs was therefore only a section of HTML code that made up the web page displaying the accounts. There was also a need for this page to be secure. Therefore, the issue of access to graphics through the firewall needed to be taken into consideration,

as well as the font that would be used if the relevant font was not found on the customer's PC when they were viewing their account.

As the HTML output is created using the same program that outputs the printed output, any changes that are required to the conditional logic will be automatically reflected in the HTML version of the accounts. Also if there are any changes made to the layout of the account, these changes can be done all at once rather than attempting to mirror changes across 2 different output streams and therefore 2 different programs.

PREs also produces an Audit file that allows the system to know what type of account it has, when it was created and the location on the server of the actual files needed to display the account.

For more technical details about this solution please contact PrintSoft Products

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