



The PReS Advantage: **Automated Dependability**

"It just grabs the data and runs the process automatically!"

Ancor Information Management – headquartered in Troy Michigan, with a 250 person staff – has been expertly providing highly personalised customer communications and information management for more than 20 years. Ancor concentrates on three major markets; utility statements and bills, automotive and membership organisations. Ancor uses PReS for its rock solid dependability, bulletproof data handling and automated document processing.

"The real power of PReS is in statement production. Statements are a quantum leap in complexity from direct mail. Direct mail traditionally involves handling only a single record – you read an address file. Statements are considerably more complex documents, requiring multiple data inputs, often with logic and nested sources and producing document that can be printed, viewed electronically or archived for future retrieval is what PReS does extremely well".

Chris Donelly, Ancor's Director of Information Technology

Advantage #1: Bulletproof Data Handling

Being a service bureau, Ancor must be able to handle whatever data customers give them – from large XML data files and tapes to Excel files. One of the major advantages of PReS is the variety and amount of data it can take. For a service bureau, when there is no output, there is no money; and PReS from PrintSoft provides rock solid dependability for Ancor's continued business growth.

"PReS is a rock solid engine for processing our client data and getting it into a printable file. It provides a very powerful development environment – potent debugging, scripting and the ability to handle any type of data very well."

"PReS has a wonderful ability to handle multiple data streams without slowing down."

"We very rarely have to troubleshoot a data problem. When there is an issue, it is almost always caused by faulty data coming from a customer, not a problem with PReS."

Advantage #2: Unattended Automation = Greater Profitability

Ancor's forte is connecting to their client's databases. Using PReS' powerful scripting language, complex, labour intensive operations can be done completely in the background. For example, Ancor's PReS system automatically logs into a customer database and retrieves data, sends this to variable data document templates, prints and mails customer communications, generates a verified list of processed documents, generates a document for viewing; and then updates the client's data base.

"With one customer, we do nightly two-way transfers to their Siebel system, telling them how many records have been sent – this entire process is done automatically, without human intervention."

"In the morning, we just check the balancing numbers – we have very few instances of records not processing."

Advantage #3: Compose Once – Output Everywhere!

The Southern Maryland Electric Cooperative (SMECO) – a member owned electric cooperative – uses Ancor to process, print and mail its monthly customer bills. Ancor provides a flexible and scalable suite of eSolutions to SMECO and their other utility customers including:

- Statement printing and mailing fulfilment,
- WebView™, historical archiving, electronic bill presentment,
- QuickChange™ for dynamic bill messaging.

The variable document processing engine that enables all of this – multiple outputs generated by a single program – is PrintSoft's PReS.

"The beauty of PReS is its efficient ability to produce multiple outputs from a single PReS program, driving of all our IBM and Xerox printers, and producing a document for web viewing."

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