



Completing the Picture...

Czech Telecom adds integrity verification to statement printing and links customer service to archiving in a nationwide integration.



Today, Czech Telecom has a monopoly for voice telecommunication on fixed lines. However, in 1989, (as SPT TELECOM), it started to prepare for the liberalisation of the telecommunications market in 2001.

In 1989 only mechanical printers were used for production. Laser printers were introduced in 1992 with two SNI ND3 printers operating in LineMode. In 1996 the first PReS system was installed. This installation began a long-term co-operation between PrintSoft and Czech Telecom who have pioneered PrintSoft software in the Czech Republic.

The current production system at Czech Telecom utilises PrintSoft throughout, printing jobs via PReS, electronic archiving via Archive/PReS and View/PReS. A Print Managing System, Geiger - OCCS, controls the complete document production cycle.

Data Collection...

A large WAN collects billing data each month from the regions and delivers it to the printing centre in Vysoké Mýto. These Print Data Files are stored on a Unix Print File Server in MDS (Multiple Data Structure) format.

Printing Department...

Four Océ production printers are driven by IPDS/PReS, three 2140 (NDX) and one 200 DSC for highlight colour (red currently). All these printers use continuous stock in two-up mode. The paper input is rolls on Stralfors unwinders or fanfold. The monthly volume of bills is approximately 3 million A4 pages. Enveloping is off-line.

One Océ 3165 cut-sheet printer driven by PS/PReS does reprints.

Enveloping Department...

Bills are cut and enveloped by two KERN 3000 devices. The enveloping department is linked to the printing department via

Geiger-Output Compare Control System (OCCS), implemented cooperatively by the supplier and PrintSoft. The OCCS tracks the documents during production.

During production, PReS prints on each document an OCR ID number that is visible through the envelope window and writes to the central OCCS database details of the documents printed.

Each KERN 3000 carries an image camera which sends a list file of all successfully enveloped documents to the Central OCCS database. By comparing printed and enveloped documents an error Data File is created for automatic reprints.

Electronic Archiving...

Each billing document is also processed via Archive/PReS to create an archive (PAF) and an index (PAX) file.

These are stored in a View/PReS database (based on ORACLE - HP UNIX).

There are 150 View/PReS client systems distributed throughout the Czech Republic and connected via WAN to the Archive Server. They can all quickly retrieve on-screen the customer's archived documents and reprint on a small local printer if necessary. These centres can manage complaints and enquiries from clients but they cannot change the archived data.

A further 200 View/PReS clients utilise a special VIM (Visual Integration Module) which is connected to Telecom's Customer Call Centre. This allows the operators to have full access to the document archive while talking to customers.

For more information contact: **PrintSoft Central & Eastern Europe**

