



global billing solution for TELECEL!

TELECEL, the largest Portuguese private mobile communications operator, has chosen MailTec Outsourcing Solution to replace its in-house bill production solution, developed using PReS software. Additionally, Archive/PReS is used to build and maintain a database of on-line bill images to be utilised by the Customer Support Department (CSD).

TELECEL is Portugal's largest private mobile communications operator, with approximately 50% market share.

With billing as the main form of customer contact, special consideration was given to the layout of the document, keeping it precise, comprehensive and easy to read.

The billing software was developed by AMS (American Management Systems). TELECEL initially adopted an in-house solution based on Xerox 4090 production printers, using a PRISM System to generate a Xerox "metacode" data stream.

However, this solution had several limitations:

- The Metacode generating software is not easy to maintain. A simple change in one module can effect other modules. As a result, TELECEL decided to cancel all major changes in the software, consequently "freezing" the bill document in its current state.
- It was impossible to decentralise the bill production. The only way to produce bills was through the metacode printers.
- The system did not allow the production of bill images for archiving purposes and on-line retrieval by CSD (Client Support Department) operators.
- The in-house printing solution was unable to meet the demands of this expanding company.

TELECEL decided to replace the bill generation software as well as the production system.

New system requirements were as follows:

- Total recovery of the PRISM system outputs that were in use.
- Centralised printing on PostScript Printers (e.g. Xerox Docuprint) with an option to decentralise printing of bills to departmental PCL printers.
- On-line image archiving with the option to interconnect with open systems supporting this function.
- Capacity to outsource printing and folding of TELECEL documents.

After evaluating all the proposed solutions, TELECEL chose the MailTec Outsourcing solution, developed using PReS software, to fulfill their requirements.

PReS easily enables the decentralised printing of documents. This can be achieved by simply recompiling the script to PCL, saving the fonts in the required format, and saving the graphical resources in PCX.

Archive/PReS enables the generation of indexed images in highly compacted form (Windows Metafile, approx. 3KB/page), which are later available through SQL database technology (Microsoft SQL Server). This provides total compatibility between paper produced documents and the archived images.

Using PReS, MailTec was able to implement a global billing solution for TELECEL, whilst allowing for future document changes as well as different printing technologies.



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