

Interelectra Takes Advantage of DOC1® to Underpin Major Exercise in Efficiency and Rebranding

“Rate schedules are very complex for gas and electricity, and have to be presented in an understandable way to the customer. Group 1 has given us the flexibility to handle the market pressures associated with increasing competition and speed of change.”

– Filip Van Rompaey, IT Director, Interelectra

BACKGROUND

Interelectra is one of Belgium’s leading distributors of electricity, natural gas and cable television. Its broad-based services extend to geographic information systems and traffic management. Employing over 800 people and with nearly 700,000 contracts, innovation and technology are at the center of Interelectra’s future strategies.

THE DOC1 SYSTEM

“The key success factor in this project was without question the experience of the project team,” said Eddy Paulissen, a Systems Analyst with Interelectra. “Group 1’s Professional Services team, with Interelectra, CAP Gemini and Logica brought together their individual technical and business skills to develop a system that has significantly reduced costs and added the flexibility that is needed in today’s business environment. By reducing our dependence on preprinted stationery, we can now quickly and easily incorporate new marketing messages, address changes in legislation effortlessly and provide one of the major strands in the rebranding of Interelectra. On the production side we have made savings on paper costs, significantly reduced the number of paper switches and significantly reduced the manual interventions for merging different documents into a single envelope. As to the future, we are looking to use DOC1 as the vehicle to provide every customer with online access to their invoice.”

“Clear, accurate communication with our customers is vitally important and a key function in our new SAP system,” said Filip Van Rompaey, IT Director for Interelectra. “We selected Group 1 products and services to deliver the most effective and efficient solution to meeting the complexities of our document management and delivery requirements. Rate schedules are very complex for gas and



electricity, and have to be presented in an understandable way to the customer. Group 1 has given us the flexibility to handle the market pressures associated with increasing competition and speed of change.”

DOC1 is a flexible and easy-to-use module that provides a fully integrated development environment for creating complex, high-impact documents for large production environments. DOC1 extends desktop publishing capability far beyond page layout and is the driving force for rapidly delivering every type of documentation including renewal invitations, statements and invoices. DOC1 simplifies the management of handling variable input and delivering highly formatted presentation quality output.

THE CHALLENGE

Interelectra’s challenge was to deliver personalized billing using SAP to provide the input data and at the same time promote the new “branding” of Interelectra.

THE SOLUTION

Interelectra implemented DOC1 running on AS/400 and NT to deliver high volume throughput, rapid development capability and reduced paper handling. At the same time Interelectra used DOC1 to reinforce its brand.

BUSINESS REQUIREMENTS

Interelectra's requirements included:

- **Develop a "face" for the different kinds of documents, making it possible for a client to recognize an Interelectra document just by the look and feel of it, knowing directly where to look for what information**
- **The same application for online and batch printing, ensuring that all documents are presented in the same way**
- **Reduce costs by reducing the number of different pre-printed paper types**
- **The system to run on an existing AS/400 so that it only requires one person to handle the entire job scheduling**
- **Simplify maintenance and enable multiple languages**
- **Allow for frequent and rapid changes to be incorporated**

TECHNICAL ASPECTS AND PROCESSES

SAP generates one big RDI data file on AS/400 for every batch run (dunning or invoicing), but also a lot of small RDI files for online processing.

ONLINE PROCESSING (FULLY ON AS/400)

The RDI file is transformed into an AS/400 native format. DOC1 generates the print file and archive file. DOC1 adds the resources and specific commands for the destination printer. The print file is sent to the printer and the archive file to the 'archive' area.

BATCH PROCESSING

The RDI™ file is downloaded to NT platform. DOC1 generates the print file and archive files. DOC1 adds the resources and specific commands for the destination printer. DOC1 does sorting, merging, re-sorting (documents in envelope) and splitting of the print file to optimize printing, enveloping and mailing costs. DOC1 generates a number of reports (e.g., summary, error report) and specific files (e.g., for the registered mail). The resulting print files are sent to the "mass print area."

THE RESULTS

Interelectra now provides each customer with a personalized statement and the opportunity to target marketing messages. Clear presentation of complex gas and electricity pricing has reduced payment cycle times. Printing efficiency and savings on "posting" has reduced both costs and paper handling.

WHY GROUP 1?

Group 1's Professional Services team provided the skills and experience necessary to shorten development times and add value to the process of delivering a flexible and efficient document management solution.



Group 1 Software
4200 Parliament Place • Suite 600
Lanham, MD 20706-1844
1-800-368-5806

For more information about our products and services, please log onto our web site: www.g1.com

For more information about Pitney Bowes, visit www.pb.com

Group 1 and DOC1 are registered trademarks of Group 1 Software, Inc. Pitney Bowes is a registered trademark and the Pitney Bowes Process Bar Design is a trademark of Pitney Bowes Inc. All other trademarks are the property of their respective companies.

©2005 Group 1 Software, Inc. • All Rights Reserved
An Equal Opportunity Employer. • Printed in U.S.A. • CS11/11/05G1

