



**A partnership for the future**

There is no doubt that the ITNET print centre provides a very challenging print environment. Nevertheless VIP is consistent in delivering high levels of performance, with any problems being addressed swiftly and comprehensively. Commenting on their working relationship with Emtex, 'We have always been happy with the level of service from Emtex, and have a very high opinion of them, as a company and product. I feel that the demands we have placed upon them have helped shape the VIP product, into a first class output management solution. Their support and development teams are always happy to listen, and their sales team are even happy to assist us, in the bidding for new print business.'

The future holds many possibilities for ITNET and its use of VIP. Transform capabilities will always remain important to Collins, who continues to champion the development of even further postscript conversions, their preferred printstream.

VDE (Virtual Document Enhance) is a new solution by Emtex which is already of interest to Collins and his team. VDE extends on the VIP architecture, by

providing a printstream re-engineering capability that can, for example, add colour, barcodes or OMR marks to print ready documents. VDE could become an invaluable tool for further increasing productivity and also enhancing the effectiveness of documents they send out.

The use of E-commerce transform capabilities offered by VIP and VDE, such as PDF and XML are also areas of which Collins hopes to capitalise on in the future, especially in terms of the 'internet presentment of documents'.

Collins concludes 'VIP was selected ahead of fierce competition as it provided the best overall fit for ITNET, offering unrivalled flexibility and broad functionality. Today Emtex still delivers an excellent solution in VIP, and yet manages to remain one step ahead of the rest of the market and competition. We have formed a strong working relationship with Emtex which we expect to be a long term relationship'.

*Following this successful implementation of VIP as it's print management tool, in 2003 ITNET were able to outsource it's print operations to a specialist provider.*

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**IT outsourcing giant ITNET turn print into profit with Emtex VIP**

ITNET have revolutionised their print centre division with the implementation of the VIP output management solution from Emtex. With a mission 'to be the best outsourcing and solutions company', ITNET equally needed the best output management solution to support their business.

ITNET selected Emtex VIP (Virtual intelligent Presentation) to provide flexible, centralised control of customer print production while maximising its own asset utilisation and operational efficiency. Since VIP implementation, print volumes have grown by an additional 8 million per year, but with only a marginal cost increase due mainly to increased image usage

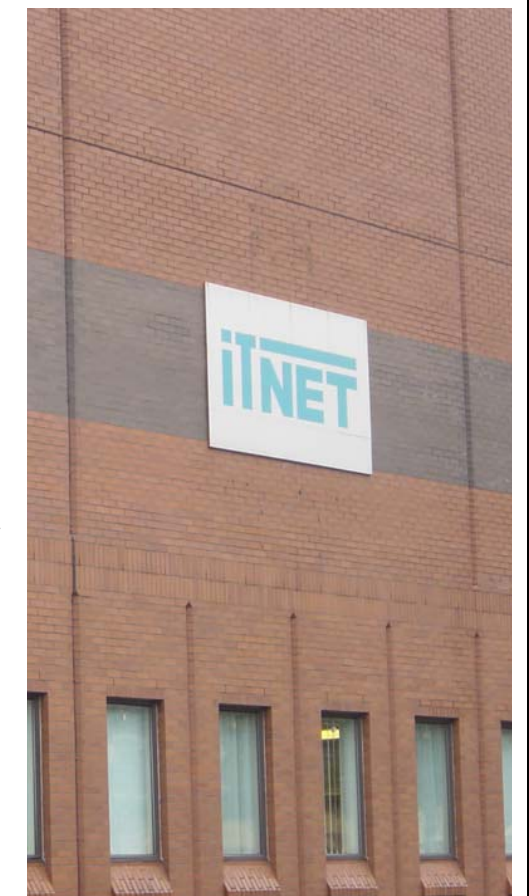
**Outsourcing print**

ITNET plc is a leading provider of outsourced IT Solutions in the UK. With 2200+ employees over 6 UK sites and a turnover of approximately £179m, ITNET supply IT consulting and business process outsourcing services to both the commercial and public sector. ITNET have a particularly strong presence within local and central government

A key part of the 'Infrastructure' division is the ITNET print centre which handles all of its customers High Volume Transactional Document and Facilities Management print requirements. This print centre service is marketed primarily as an integral part of the supply chain supporting its core higher level business, but is in some cases sold as a stand alone service.

**Any Print Any Where**

Prior to implementing Emtex VIP, the ITNET Print Centre was very diverse and disparate, with a variety of host computers (IBM, ICL, MS applications), a variety of datastreams (AFPDS, Xerox LCDS & Meta, Postscript) and a variety of printers (IPDS, Xerox LCDS, SET



Continuous, Xerox Continuous DP500, PS & PCL DP65's Cut sheet and continuous).

Typical volumes ranged from 70M cut sheet pages to 10M ft of continuous feed a year, but they were growing all the time. Print volumes were becoming a strain on the existing system, with valuable time being consumed setting up print jobs, and often struggling to meet tight print windows.

With the ever amounting workload impacting on their operational productivity, and the growing need for flexibility in variable datastream and printer management, Jim Collins, Print Centre Manager for ITNET decided to put an output management solution in place which would help them achieve their goal of best outsourcing provider.



Collins initially saw Emtex VIP only in terms of its transform capabilities. Following recommendations from industry colleagues, he implemented a small basic VIP system primarily as a datastream converter for their print jobs from a couple of large local authorities.

Very soon he began to fully appreciate the superior flexibility of VIP first hand, before investigating the further breath of VIP's output management capabilities against competitive products.

'As the print industry changes and moves more increasingly towards the use of non-proprietary, open standard printstreams, we needed an output management solution with the best transform capabilities. In our own environment we had watched the use of printstreams change; initially Xerox LCDS/Metacode and now predominantly Postscript, so we knew we needed a solution that was highly flexible and developed with this in mind.

VIP simply had the widest range of transforms on the market'.

**Increasing volumes**

With demands on the print centre increasing, equally important to Collins was the need to streamline their operations for centralised control and improved resource management. With this in mind, VIP was extended to a full client/server output management system to maximise capacity.

'The rate at which print volumes were increasing would have ordinarily meant the purchase of additional printers to accommodate the strain. Printers were simply not operating at optimum capacity, as they were in a sense, having to manually manage the printing themselves. VIP took back control of the print management, freeing up capacity for better throughput on the printers and also creating additional capacity which in turn could be sold as an outsourced service.

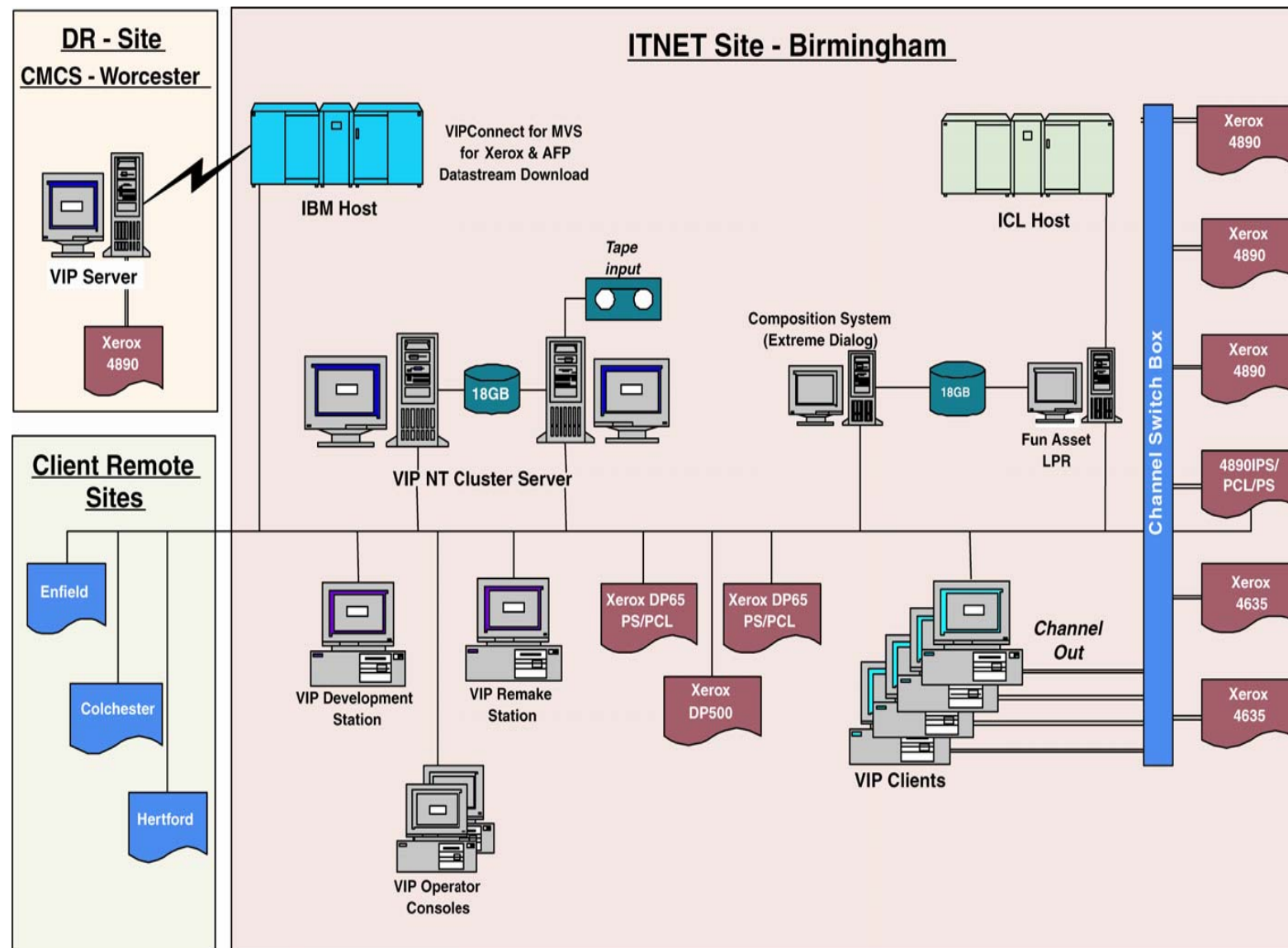
Since VIP's implementation, print volumes have grown by an additional 8 million per year, but with only a marginal cost increase due mainly to increased image usage.'

Currently the print centre sees 25,000 very varied jobs go through each week, with approximately 75% of these going through VIP, which Collins hopes to increase as operations develop.

In addition, the superior flexibility of VIP and its vendor independence meant that Collins wasn't reliant on using any particular printer vendor, thus improving his buying power and ability to manage supplier relationships. This is an invaluable strength, when selecting technology that fits your business needs rather than the other way round.

Time spent on Re-prints at ITNET has been reduced from 2 days per month, to half a day as a direct result of this capability, thus improving operational productivity.

ITNET are also using the VIPCount module which collects and consolidates print accounting information from any chosen range of printers.



**Integration, Freedom of Technology and VIP extras**

VIP's open architecture also allows for seamless integration with other core business IT including SAP applications (a key revenue service for ITNET) and Extreme's Dialog document composition software.

Another key VIP differentiator was the Indexed re-print module which allows the easy reprinting of any documents within any print-job to any printer, without re-submitting the job from the IBM or ICL host.

This information can then be reported on and analysed to compare differing levels of printer and operator efficiency for capacity planning and cost recovery charging.

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