



State of Montana Case Study

AVANTI STREAMLINES PRINT SHOP WORKFLOW

Executive Summary

Each year, government agencies of the State of Montana submit nearly 15,000 printing requests and spend approximately five million dollars on printing services. Managing turnaround times when you outsource 75% of the jobs requires a system that provides quick, accurate estimates to help make the decision on what jobs to manage internally versus outsource.

The Customer

The Print and Mailing Services Bureau, a part of the Department of Administration, is responsible for providing this service by operating a centralized Printing facility, three quick copy units and procuring printing from the commercial sector.

The Bureau's 34 employees have a simple but demanding mandate: provide the customer with a printed product that meets their needs on time and at a reasonable cost. Jobs run the gamut from quick copies to perfect bound books to NCR forms to application forms with runs of 150,000 to 250,000.

The Quick Copy Centers are equipped with high speed production copiers from vendors like Canon, Ricoh and Toshiba. Run lengths typically include multiple page documents of up to 500 copies. The Capitol Quick Copy center provides daily copy services for the Montana State Legislature, among other clients.

The Central facility offers additional capabilities such as desktop design, duplicating, bindery, mail preparation and color printing capabilities in digital (Xerox), litho (Heidelberg) and large format options while also

managing mainframe transactional jobs on their IBM printers.

The bindery section offers such services as collating, padding, stapling, punching and trimming. Binding and finishing options at the Central facility include folding, saddle stitching, perfect binding, shrink wrapping, laminating, banding, perforating, and numbering.

Our number one challenge is turnaround time. The real benefit of Avanti is in the time savings. Now we're completely automated.

The Bureau also provides the link between the printing project and mail distribution. The Bureau's computer staff assists with variable data printing, processing files to add bar-codes for smart inserting and merging or sorting address files for mailing. Services include tabbing, ink jetting addresses from file, labeling and envelope inserting. The finished print project can be delivered directly into the mail system. From a mailing perspective, the Bureau processes over 700,000 pieces of mail per month.

The Challenges

Managing these 15,000 print projects is quite a task - made all the more demanding by the need to manage outside vendors. Approximately 75% of the



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and it goes right through to invoicing – we save A LOT of time on the administration side”

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us to quickly estimate the cost of doing a job in-house or to outsource, and unlike our previous manual system, our estimates are based on history – we know our actual costs and can compare those to the prices of outside suppliers.”

“Avanti also provides us with a lot of flexibility. A great example of how Avanti helps us deliver both flexibility and cost effectiveness is their ability to handle “combo jobs”: a newsletter, for example, can be printed outside and brought back in-house for mailing.

Now the Bureau is actively planning for the future. “Our rates are approved by the Legislature and we are now setting those rates for 2010 and 2011,” says Olsen. She continues, “Thanks to Avanti, we now have the ability to more accurately set those rates, based on our actual costs, and have the information at our fingertips to defend those rates.”



printing expenditures are procured through commercial vendors. The Bureau determines whether to produce internally or procure commercially, based on many factors including capacity, complexity, delivery and cost.

“Our #1 challenge is turnaround time” says Leona Olsen, Bureau Chief. “Over 25% of our jobs have a turnaround time of less than 24 hours and that number continues to rise. Volumes per job are down but the number of jobs is way up.”

The Solution - Why Avanti?

To manage all of those projects, including deciding whether to produce in-house or outsource, the State of Montana counts on Avanti’s Print MIS solution. The Bureau leverages Avanti to handle all of the estimating, ticketing, outside purchases, job tracking and invoicing.

The Bureau then leverages Avanti’s reporting capability to deliver monthly invoices and chargeback reports; everything that’s needed for the State-wide Peoplesoft system to then take over and manage payments.

The Benefits

“The real benefit of Avanti is in the time savings. Now we’re completely automated. We enter something once

