



Urbana Case Study

AVANTI TAKES CONTROL OF URBANA'S PRINT SHOP ...and stress levels

Executive Summary

For years, gathering job data, tracking job status and chargeback information proved to be a long and tedious task for University of Illinois, Urbana-Champaign's in-plant print shop. Using a total of 11 different systems to collect this information – including one tracking system based on hard copy index cards – the shop had to gather all of its information in a very time-consuming and often overly confusing manner.

The Customer

University of Illinois, Urbana-Champaign's in-plant print shop contains both digital and litho print equipment, in addition to a full service bindery and mailing house. The print shop produces over 500 jobs a week for more than 7,000 customers. Most of these jobs go through every area of the shop.

The Challenges

- The shop was using numerous data collection systems to track job information. This made tracking payment and collecting job status information a lengthy, complicated and often frustrating task. Because there were numerous systems in place, different departments were not always aware of what the others were doing. As a result, the shop often produced inaccurate and inconsistent quotes, and rarely had accurate and up-to-date job status information.
- Job status inquiries often needed to be directed to a particular person or department in charge of a particular system, making retrieval of job status information a difficult process.
- Because no centralized tracking system existed, the shop had no way of knowing exactly how much time was spent producing a particular job versus the original estimate. This resulted in decreased profit margins, and

also became a problem when trying to quote a job, as there was no previous job data available for comparison.

The Solution - Why Avanti?

The shop needed a single system to track workflow from order entry to job fulfillment. In order to justify the cost of a shop management system, Urbana had to build a business case stressing the benefits implementing Avanti's centralized system would bring to Urbana.

Specializing in end-to-end Print MIS solutions for both in-plant and commercial print companies, Avanti's integrated system for sheetfed, web, digital and large format could guarantee Urbana the cost-effective streamlined workflow solution it needed.

The Benefits

1. Increased Efficiency & Time Savings

With the integration and centralization of all Urbana's shop data into Avanti's Shop Floor Data Collection module, every job produced in the shop is now entered, tracked, fulfilled and billed in the same way. In addition, once data is entered and stored in the system, it can easily be retrieved and examined for real-time status, 24 hours a day, 7 days a week. This was a major breakthrough for the shop. Prior to installing Avanti, Urbana estimated it

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estimates is being tracked and stored in the system, past quotes are being easily recalled and used to produce quick and accurate estimates. "With the existing data available in Avanti's Estimating module, we've been able to train five other people to use the system to create accurate job estimates based on existing costs and data available from previous jobs. This means less time waiting for quotes and quicker turnaround times for customers," states Johnston. Urbana now has five people responsible for quoting, and has also set up standard templates for even quicker estimate turnaround times.

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spent approximately 4,100 hours a year in data entry. With all the shop's data now centralized in Avanti's system, the shop could eliminate the added hours spent entering redundant job data into the numerous systems.

The tracking system also allows customer service reps to

The monthly chargeback process is much more streamlined as well. Now that all jobs are being entered and tracked, the final cost can easily be compared to the original quote. The shop now produces accurate chargeback information to ensure costs are accurately allocated to the correct departments.

3. Increased Productivity

Prior to installing Avanti the shop had no way to accurately track estimated costs vs. actual costs. Urbana discovered that the shop floor data collected in Avanti's system could be used to create reports to better understand exactly how much time each job took to complete. Urbana has begun using this data to help the shop's employees understand how to more effectively use their time to ensure the shop is remaining as profitable as possible. "We've really improved our cost center efficiency by using shop floor data to communicate to the folks on press how everything they do affects the overall productivity and costs of running the shop."

The shop now monitors the efficiency and productivity of all jobs in progress to help update its standard and identify any potential bottlenecks.

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communicate accurate job status information to sales reps and various other departments. "The shop was getting about 15 calls a day regarding job status inquiries," states Morgan Johnston, manager of the administrative and customer service units for the Facilities & Services Printing Department. "Because we used to have so many different tracking and data collections systems in place, customer service reps would often have to call numerous departments to get an update on job status, and if that person wasn't around, they'd simply have to wait. Now that we have one system, we can relay realtime information immediately to the customer, with no wait times."

2. Efficient Scheduling and Production

Before Avanti's Estimating Module was installed, only one person in the shop had the ability to create job estimates. Now that all data regarding previous job