

Testimony

Digital printing of self-copying forms

"How to reduce operating costs"

At the Caisse d'Épargne Savings Bank in Côte d'Azur, the banking production division - which includes the document processing section - has adopted a clear strategic aim: to reduce its operating costs by 10% in two years.

The centre for the printing and management of administrative documents for all the Savings Banks in the Alpes-Côte d'Azur region - La Farlède France - was set up in 1992.

Mr. Mortillaro is the director of this unit, and he explained to us how he reduced the costs associated with the printing and management of administrative documents.

The Savings Bank's printing department in Toulon formerly employed a staff of 12, and printed on an offset press in premises of 1,000 square metres. When 5 Savings Banks merged to form the Caisse d'Épargne Côte d'Azur, the branches in Nice, Draguignan, Cannes and Antibes had no internal printing facilities. The new group brought together 150 branches. Mr. Mortillaro, who managed the internal printing unit, conducted a study to examine the printing of all the forms used by these branches. This study made it clear that it would be necessary to invest in a second offset press and recruit new operators. ■■■



Monsieur MORTILLARO,
*who trained as an offset printer,
is Director of the management centre
of the Savings Bank.*

Management of forms facilitated



It was at this point that Xerox proposed the changeover to digital printing. The decision was made in 1993. Two high volume printers installed in premises of 400 square metres would be sufficient, and it would be possible to recover 50% of printing requirements previously contracted out. Two people leaving the printing department would not need to be replaced.

Today the Administrative Document Management Centre is equipped with two Xerox Docutech 6135 printers. The Centre prints over 300 different administrative documents, 80% of which are self-copying forms. The volume of documents handled is 1.2 million pages per month, of which 400,000 pages represent administrative forms, 200,000 are reprographic and 600,000 are communications to customers (bank statements, etc...).

Mr. Mortillaro, as a trained offset printer, can you tell us what led the Savings Bank to decide on the change from offset to digital printing?

Monsieur Mortillaro:

“In 1992, we had undertaken a process of rationalization of our self-copying forms. These represented an important item of expenses for the Savings Bank. All these forms were in fact offset printed. We had to print at least 1,000 copies of each to pay for the additional costs relating to offset: flash films, plates, the time spent preparing the machine and plating up. Our stock of forms occupied 1,000 square metres of storage space. The destruction of obsolete forms represented an additional cost that we were anxious to eliminate. The purchase of high volume on-line printers has enabled us to print just the right quantity of each form, in small runs, in accordance with needs.”



Printing operators with Mr Mortillaro.

You talk of savings, but surely laser-printed self-copying forms are more expensive?

"I'm not talking about price, but about the costs associated with the solution adopted. For example, the storage space required for blank or printed self-copying forms has been reduced by 80% (from 500 to 100 square metres).

Furthermore, the quantity of obsolete forms that ended up in the rubbish bin has been reduced by 98%.

We use Xerox preassembled self-copying forms, which save us the costs of assembly. For counterfoil books, we use Xerox self-copying sheets with Laser Perforation, which save the cost of micro-perforation."

Your unit is called the Administrative Document Management Centre. What does the "management" part involve?

"Our first step was to analyse how the forms were actually used. We rapidly realized that we could rationalize the number of sheets in each form, as well as harmonizing colour sequences. We have since adopted white, yellow and pink as standard, which has enabled immediate savings on stocks of self-copying paper. We also manage orders and consignments to the 150 branches. For that, our high volume Docutech printers are extremely useful. They enable us to insert an interleaf automatically after every 10, 20 or 30 forms.

That represents a valuable saving of time when we come to counting the number of forms to be sent to the branches."



The printers insert the interleaves automatically, a valuable time-saver.





What reactions have you had from the end users: the people who actually use your forms in the Savings Bank?

"To start off with, people had to get organized and change their habits. But after that, everyone appreciated the better service delivered thanks to our improved capacity to react to demand. Our forms are always up to date, incorporating the latest modifications requested. The branches no longer need to order large quantities, and our delivery times are very short, so that they don't run out of stock of documents.

Our centre also contributes to the efficiency of the branches by personalizing their administrative documents, because we can print in variables such as the name of an agency, its address, telephone number and the name of the manager. That means our employees waste far less time copying out these details. We use Jet-Form software, which makes it easy to programme the printing of these items of data."



*Preparation of consignments.
The orders managed originate from 150 branches.*



Docutech printer operators.

What is the next stage in the management of your administrative documents?

"We have taken a major step recently with printing on a laser printer, and the facility for branches to personalize their documents - themselves - using impact printers. Other projects are under way, because we are always on the lookout for greater efficiency at the most favourable cost.



Using jet-Form software to personalize documents.

