



CASE STUDY



CUSTOMER PROFILE

- Leading HR consulting and outsourcing company with more than 23,000 employees, serving clients in more than 30 countries
- Implemented DOC1® to optimize delivery of dynamic customer communications and health benefits documents
- Sought to replace dual server-based legacy applications with singular document processing application

Executive Summary

AON Hewitt is one of the world's leading HR consulting and business process outsourcing companies. The company also has a long-established reputation for delivering excellent customer service. When AON Hewitt decided to improve the efficiency of its document production processes, it enlisted the expertise of Pitney Bowes Software for real-time delivery of customized web and e-mail communications. Upon implementing DOC1®, the company has been able to optimize the delivery of its dynamic customer communications and health benefits documents, while improving automation, flexibility and productivity.

Business Challenge

Prior to implementing the DOC1® solution, AON Hewitt relied on two server-based software solutions to run both its document publishing business and check printing business. The two-server based system resulted in often slow and cumbersome document generation processes. *"We chose to move our legacy environment to DOC1® because of its reliability and flexibility,"* said Dana Uzzardo, Technical Analyst, ITS Enterprise Operations, AON Hewitt. *"In the check printing business, you have only a few hours for turnaround and DOC1® makes it possible for us to quickly bring up clients and build check templates without additional time or monetary investments. Other software products have limited functionality or require hiring a consultant to make any changes."*

"With DOC1 we were able to accommodate many different clients' needs and perform new tasks with one automated process."

Dana Uzzardo
Technical Analyst
ITS Enterprise Operations

Solution

By selecting Doc1® from Pitney Bowes Software, AON Hewitt's Document Publishing Technology group was able to replace the two legacy software products with the single mainframe-based DOC1® software, reducing the financial impact of duplicate resources and enhancing productivity across the board. "We wanted to develop a reliable end-to-end solution that would standardize all of our check printing processes," said Uzzardo. "With its efficient engine, DOC1® is able to address many different clients' needs and perform new tasks like barcoding, which will give us full sorting and filtering of the document output. Now, we have just one automated process, which has helped us improve quality control and reduce labor commitments."

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TECHNOLOGY USED

- DOC1® document composition and batch processing solution

Results and Benefits

AON Hewitt can now easily create and record 2D barcodes to different printers throughout the print stream and entire fulfillment process

The addition of barcodes improves accuracy and provides check tracking, replacing the multiple manual logging processes for returned mail—clients now have immediate insight into check delivery status

Moving from legacy systems to the DOC1® setup has decreased processing times by 800-900 percent

The time required to spool to the Flexserver® solution and then distribute to the printer has decreased by 3,400 to 4,000 percent

"We chose to move our legacy environment to DOC1 from Pitney Bowes Software because of its reliability and flexibility."

Dana Uzzardo
Technical Analyst
ITS Enterprise Operations

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