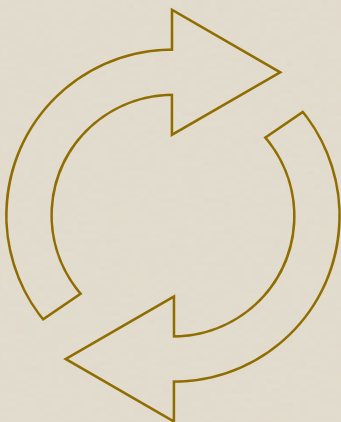**Pitney Bowes**

DFWorks®
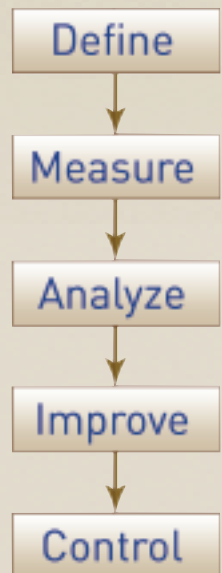# Intelligent Document Factory Solutions

*Integrated Intelligence for the
High-Volume Document Factory*

Information that leads to excellence.

To achieve high levels of efficiency and effectiveness in document production, high-volume mailers need an integrated, consistent way to monitor and measure workflow, resource, job and mail piece status. They also need a way to simplify and automate time-consuming production planning and analysis tasks.

That's where the DFWorks® system comes in. It's a powerful, scalable information engine with a portfolio of modular data collection, production management, automation and reporting components. It's designed to help mailers:

- Meet service-level agreements and customer expectations more easily

- Automate and simplify site, account, job and resource planning and management

- Pinpoint opportunities for improving quality and workflow for greater efficiency, performance and productivity

- Meet the challenges of a growing number of regulatory standards including HIPAA and Sarbanes-Oxley

Define
↓
Measure
↓
Analyze
↓
Improve
↓
Control

Stay in control with a wide view of operations.

What's really going on with your operations? Does performance vary by work shift or production site? Are some machines producing less? Struggling to complete jobs on time? Is your support staff spending too much time balancing postage dollars? Now you can find out why by viewing production activities as they unfold.

Whether you need information while jobs are running or historical data, the DFWorks® system delivers. This system captures and consolidates critical document production information in a single Oracle® database, including information from remote sites.

Processes. Jobs. Mail pieces. Postage usage. System and operator performance. Manual tasks. Multiple production sites. With browser-based online access to real-time information, you can make informed decisions across your operation from anywhere. A built-in quick-search feature makes it easy to locate information on specific jobs and/or mail pieces.

The DFWorks® System Captures Important Production Activities in a Powerful, Robust Repository	
FACILITY	• Single site • Multiple sites
ACCOUNT	• Internal cost center • External customer
JOB	• Application • Type • Exceptions
MAIL PIECE	• Status • Disposition • Reason • Content • Errors • Number of pieces
FILE CONDITIONING	• Document composition • Address cleansing • Data quality • Electronic presort
PRINT	• Print queue • Print server • Printing
FINISHING	• Direct Connect (DC) controlled inserters • Non-DC inserters • Sorters • Data export
POSTAGE METER	• Postage cost • Pieces/postage run • Postage class • Discrepancy • Exceptions
OTHER POSTAGE	• Refill funds • Mainframe manifesting • Machine manifesting • Net manifesting

This same information can be shared with document owners, senior management, and others across the enterprise – even clients. Each system user can enjoy views and home pages configured to individual needs and preferences. The system also can be configured to automatically dispatch reports – formatted as needed – to pre-defined recipients via email.

Act fast to avoid costly production problems.

With the DFWorks® system, automatic alerts are sent via email or pager, giving you a critical "heads-up" if milestones are not completed as planned. You'll know instantly if a customer commitment is in jeopardy, or when productivity is down at a particular site.

Such up-to-the-minute production status and a wide view of operations helps you get to the root of problems and back on track fast. This helps meet service-level agreements more consistently, while avoiding costly, unexpected penalties or lost business.

And if questions about service contract compliance or mail piece integrity arise, the DFWorks® system offers a timeline of events and an audit trail. You can quickly produce reports and graphics to meet your business needs, or to help identify what happened.

No more tedious paperwork. No waiting for information. Less data entry. Accurate production data is available instantly, right from your desktop.

Match the right resources to the right jobs at the right times.

To win the struggle against productivity problems, your key strength is information. Now you can use the DFWorks® system to make the most of what you have – and plan for the future.

The DFWorks® system intelligently simplifies production planning. Use real-time job tracking to monitor production workflow and automatically optimize site performance, capacity and productivity. Re-allocate equipment and labor for peak output and efficiency. Use it for quality improvement initiatives such as Six Sigma®, measuring progress every step of the way.
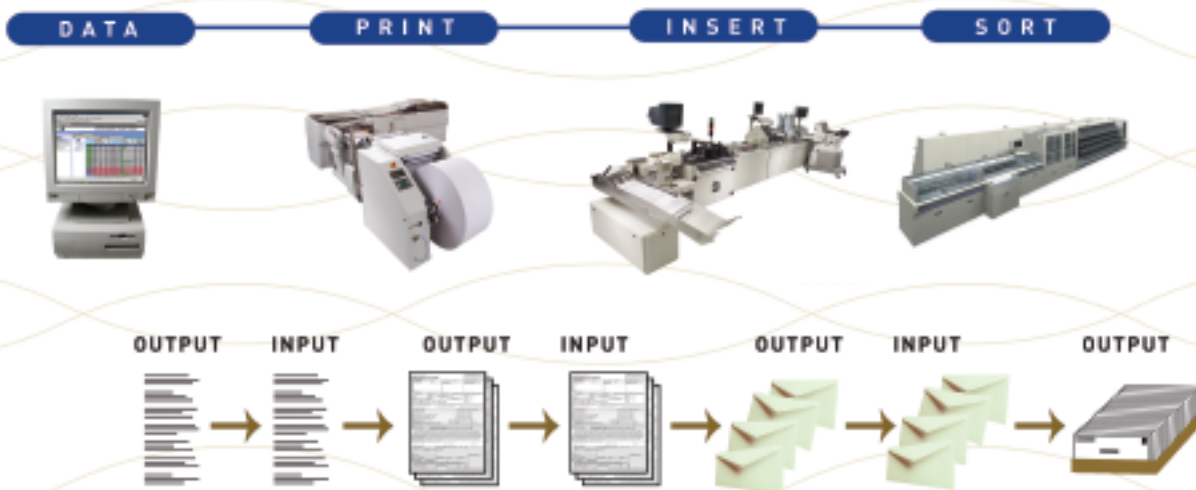
The result? Meet service-level agreements more easily, improve quality control, lower mail piece production costs, take on additional work and provide excellent customer service.

Looking for an even higher return on investment?

You can integrate this system with your business systems to automatically exchange information and improve operations enterprise-wide:

- **Customer Service:** Fast call resolution with instant access to the status and contents of individual mail pieces

- **Marketing:** Coordinated follow-up on marketing campaigns after a mailing

- **Regulatory and Legal:** Early detection of lost mail pieces and lower proof-of-mailing costs
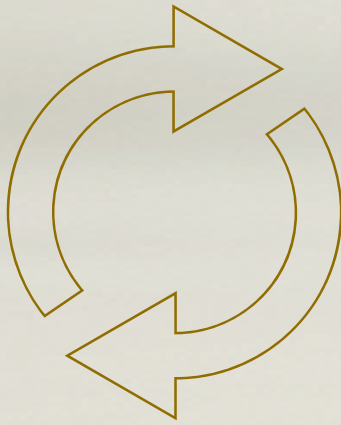

Keep Operations Running Smoothly with a View of Up-to-the-Minute Production Status

DATA — PRINT — INSERT — SORT

OUTPUT INPUT OUTPUT INPUT OUTPUT INPUT OUTPUT

Integrated Intelligence to Help Achieve Your Business Goals:

- On-Time Performance
- Cost Control
- Quality / Conformance
- Customer Service

DFWorks® Solutions

DFWorks® solutions fit your production environment today – and into the future

DFWorks® solutions range from monitoring production on a single inserter or sorter, to integration of document output process information, to far-reaching enterprise-wide solutions.

When combined with the right equipment like the APS™ Series high speed inserting system and the right service consultants like experts from our Workflow Solutions group, your productivity will soar!

Enjoy the savings and the customer satisfaction that comes from instantly knowing the status of your production jobs and individual mail pieces.

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Pitney Bowes

Engineering the flow of communication™

Pitney Bowes Inc.

37 Executive Drive
Danbury, CT 06810-4148
Tel: 877-536-2736
         203-792-1600
Web: www.pbdmt.com

Find out how
DFWorks® integrated intelligence can
help grow your business.

Call Pitney Bowes today at 877.536.2736.

Pitney Bowes is an expert in **Engineering the Flow of Communication™** with end-to-end integrated mail solutions. Our leading-edge hardware, software and services can help you grow revenue, cut costs and strengthen customer loyalty, to drive your long-term profitability.