

better billing is a breeze

with Xerox and Objectif Lune



The Challenge:

Integrate new billing system hardware and software to serve thousands of customers on a personalised level

The Solution:

Objectif Lune PlanetPress Suite 5
Two Xerox WorkCentre Pro multifunction devices

The Results:

- Implemented just-in-time billing system
- Improved customer relationships with personalised billing statements
- Saved time with faster print processing
- Reduced office strain with simple software/hardware integration

PLANETPRESS. 5
SUITE



WorkCentre Pro C2636

Operations Case Study

The Challenge:

Neues Berlin needed help. Managing over 6,000 flats for 7,500 members is a big communications challenge. Xerox determined the best way to reach all of Neues Berlin's customers: personalise the billing statements.

The challenge concerned how to include personalised information without too much office strain and administration. The old Neues network-based system was slow and inefficient—a real bottleneck.

The Solution:

Two Xerox colour multifunction devices combined with Xerox Partner Solution software, Objectif Lune's PlanetPress Suite 5.

In this case, the Xerox WorkCentre Pro line offered affordable, high-quality colour printing. Detailed charts and customer messaging stood out on the page in ways Neues Berlin could not have achieved with the old printing system.

The PlanetPress Suite 5 software managed the data input and automated the flow of these variable-content documents. The PlanetPress Suite consists of six component modules—from document design to routing, from email PDF creation to record archival.

The Result:

Because of seamless integration, Neues employees could use the PlanetPress software to run both Xerox devices. The simplicity of the software allowed new users to learn the new system quickly. Soon, they were able to move beyond simple operations to more powerful aspects of the PlanetPress Suite.

Neues employees were also able to concentrate on more important work in the office. They had been freed from waiting for documents to print or entering data manually.

The main result, however, has been the strengthened relationship between Neues Berlin and thousands of its tenants. The customer communications have taken on a more personal tone, as well as offering more information on an individual basis.

Customer Profile:

Neues Berlin is a German home construction cooperative. Founded in 1957, Neues Berlin serves about 7,500 members and manages over 6,000 flats in the Hohenschonhausen area of Berlin. The cooperative aims to provide nice housing in safe neighborhoods at an affordable price.



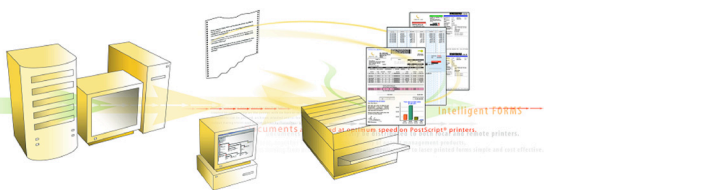
**Working together...
getting results.**

Together we can.

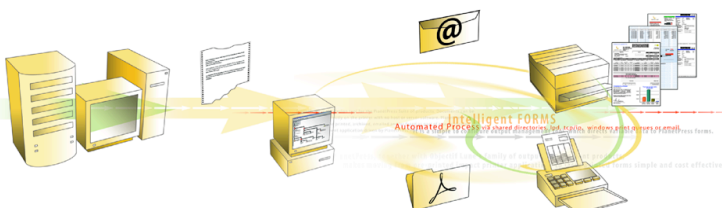
For more information

on the Xerox Alliance Partner Program, visit www.xerox-solutions.com

In Europe:
please contact your sales representative.



Intelligent Forms are created within the printer using PlanetPress.



Outputmanagement with PlanetPress: Print, Fax, E-Mail, Web, Archive.

**PLANETPRESS[®]
SUITE 5**



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