

Impressive Metrics

- 60% positive customer feedback on new “English” invoices.** Grameenphone expects positive feedback to grow as customers adjust to the process change.
- Fast access to two years of exact replica documents.** CSRs that were limited by access to only one year of historic data (not an exact replica), are now enjoying access to two years of exact replica data within seconds. And the system is easily scalable, with the only constraint being hardware.
- Faster fetching of itemized details per customer.** Fetching time for CSRs has been reduced from 20 seconds to under 3 seconds.

- Automated corporate summaries generated.** Corporate summary sheet creation was previously a manual activity that took up to several days for each report. The current system automatically provides corporate summaries along with the rest of the invoices.
- Local language invoicing implementation completed within days.** Implementation of local language invoicing would earlier been extremely costly and time consuming, and would require several months of work.

As the system became operational in November 2006, additional metrics are still being captured.

Group 1 CCM technology has been deployed for more efficient operations and greater customer convenience.

Group 1 Solution	Operation and Benefit
Data Flow™	Aggregates and transforms data from various sources to allow more and meaningful data, such as product names and configurable call categorization, to be presented in the invoice Aggregates complex data associated with corporate summary sheets for corporate accounts Performs end-to-end automation, resulting in optimized resources and a lower cost of operation
DOC1®	Used to design and present more customer-centric invoices, with graphics, charts and local language support Works in combination with Data Flow for the use of product names and multi-level call categorization Works in combination with Message1 to embed product/customer/time-specific marketing messages in the invoice Used to email customer invoices to selected customers as needed to reduce the cost of producing hard copy
DOC1 Generate	Creates customer invoices within minutes
DOC1 PCE	Sorts output invoices based on various configurable parameters
DOC1 Message1	Enables marketing department to create marketing messages to be incorporated later in the production process
e2™ Vault	Provides CSRs with an exact replica view of up to 7 years of customer invoices within seconds, with the archived invoice exactly the same as the printed version
e2 Mobile Vault	Allows archiving features to be captured along with data on a CD for portability
DCS (Document Composition Service)	Generates invoices on demand, in real time
Emtex VIP™	Converts print streams and performs load balancing of printers to save print time



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About Pitney Bowes Group 1 Software

Pitney Bowes Group 1 Software turns data into results, providing innovative software solutions that enable our clients to better understand and connect with their millions of customers, prospects and partners. Group 1 helps over 3,000 organizations maximize the value of customer data to improve profitability, increase effectiveness and strengthen customer relationships, through consolidating, cleansing and enriching corporate data, and generating personalized business documents for multi-channel delivery, customer care and efficient business processing. Our comprehensive Customer Communication Management (CCM) solutions span from database to delivery, adding value to every aspect of communication and allowing clients to integrate intelligence throughout their mailstream.

