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- Slovak Telecom*

customer communications for multi-channel delivery. The software made it possible for Slovak Telecom to manage the complete document life cycle.

The requirement from Slovak Telecom was to not only produce standard ‘flat account’ level invoices of multiple product hierarchies, but also to utilise the ‘Budget Centre’ level of accounting available in Geneva, to enable production of larger corporate accounts invoice structures. The new invoice design layouts were primarily aimed at achieving similar sheet/envelope and mailing costs as the previous billing system environment, whilst benefiting from utilising more attractive fonts and other graphic elements.

The DOC1 process was designed to interface with the existing continuous printer and mailing equipment, with process enhancements integrated into the process to minimise the quantity of oversize envelopes and enable postal code mailsorting etc. The use of the standard DOC1 Post Composition Engine (PCE) in the DOC1 process interfaced to the print fulfilment department, and also meant that it was possible to implement some very sophisticated levels of print file manipulation and bill handling.

#### WHY GROUP 1 SOFTWARE?

Group 1 Professional Services have a proven track record of successfully working with other Telco providers and have the ability to produce complex applications in a short timeframe, in non-western markets. Group 1 is also able to create applications remotely after initial requirement gathering to reduce development costs.

#### THE RESULT

At the time of implementation, the customer base was billed monthly, requiring the overall DOC1 solution to be optimised for fastest production throughput performance on the HP Unix production machine. The first live production bill run for Postscript print generation and PDF for archive usage handled

over 8GB of Geneva Bill Data and was completed in 5.5 hours for over 1.1 million customers.

Slovak Telecom personnel have subsequently taken over the application from Group 1 and have become self-sufficient. In addition, they have successfully taken responsibility for ongoing development and runtime.

#### THE FUTURE

Slovak Telecom was very pleased with the overall project development and delivery within the desired timescales. They were impressed not only with the quality of the end invoice results but also with Group 1 as an organisation. As a result, a direct relationship has been forged and additional Group 1 DOC1 products will be implemented as required. The first of which is likely to be Message 1. This will enable the current monthly marketing message change cycle to be externalised to the marketing department, rather than being an IT function, which it is at present.



#### GROUP 1 SOFTWARE

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