

"We have highly appreciated the responsiveness and professionalism of the Bdoc teams"

Lausanne: trusts Business Document



The town of Lausanne wanted to have a design and document production tool which brings together Batch publications and printing in Web mode. Today this is a reality thanks to the Bdoc Suite, used by the management since the beginning of 2005.



Richard PASCHE
Desktop Publishing Project Manager at the town of Lausanne

Snapshot of the Town of Lausanne

Lausanne, capital of the Vaud Canton, has **127,373** inhabitants (as at 1st of October 2005). The management of the Services Industrielles (SIL) department of the town hall is responsible for energy distribution to the inhabitants, whether it is electricity, gas and even district heating. With, at the core, the management and publication of all invoices and documents linked to these services.

Key figures

- **150,000** customers and **70,000** invoices per month for SIL.
- Batch printing of **25,000** invoices in one night.

Benefits

- Bdoc Suite solution communicates very well with ©SAP.
- Users will benefit over time from the new online services thanks to Bdoc Web.
- The development teams have gained precious time.

"In Lausanne, and in Switzerland in general, it is the industrial services department of the town hall which is in charge of energy distribution to citizens, whether it is electricity, gas, or even district heating. With, at the core, the management and publication of all the invoices and documents linked to these services. The Services Industriels Lausannois (SIL) has 150,000 customers and handle 70,000 invoices every month, meant for individuals and professionals", explains Richard Pasche, Desktop Publishing Project Manager at the Town of Lausanne. And, when in 2004, the management gets the ©SAP software in order to move away from the mainframe tools used beforehand, the question of desktop publishing cropped up. "The ©SAP solution does not contain a desktop publishing solution appropriate for the quantity of work that we have to handle. Thus, we started looking for a software that easily communicates with ©SAP, while taking advantage of our information production centre for printing, filing in envelopes, and optimization on postal costs." That is not all. The existing architecture is developed in J2EE for other management departments such as citizens' control (systematic census of population movement), management of taxis or even funeral services. Moreover, the required solution had to enable them, over time, to manage their publications via the intranet and the Internet.

A proven solution

Following its market researches and the numerous contracts with service providers resulting from tenders launched, the Town of Lausanne finally shortlists three projects. "I then prepared a mini specifications schedule so as to proceed to the testing, over two days, of these products. It meant, on one hand, testing the interaction with ©SAP and the management of printing for large customers and, on the other hand, checking the possibilities of the applications in Web mode, explains Richard Pasche. We have also measured the response time and appraised the user-friendliness of each product."

It is finally Business Document and its Bdoc suite solution that is retained. "While meeting our expectations in technical and functional terms, this product stood out as being the most user-friendly and solid.

Furthermore, Business Document has very good references in the public administration field particularly with the State of Geneva."

A project conducted by expert hands

The first, and particularly the most urgent, part of the project: the setting up of Bdoc tools on ©SAP for publishing invoices managed by SIL. The Town of Lausanne called upon a company located in Lausanne and specialised in Bdoc products, to provide support for its project. Of course, Business document is itself very much present for the installation, parameter setting and training.

"The project started as from December 2004, for production on ©SAP in May, a record time about which we are proud", says Richard Pasche. The two main models (invoices and reminders) are developed by the local company, where as the Business Document teams carry out specific development for the interfaces between ©SAP (whose owner format is RDI) and the Bdoc tools (which communicates in XML). "All along this project, we have highly appreciated the responsiveness and the professionalism of the Business Document teams."

"The project started as from December 2004, for production on ©SAP in May, a record time about which we are proud"



Productivity and cost reduction

Today, the time gained for the development teams is unquestionable, and a desk top publishing head has been appointed. *"Before the implementation of Bdoc, we needed more people to do less work. Productivity gains are significant."*

But there is more. *"We now have only two document models, mass printing is automatic, and all documents contain the necessary coding for their filing in envelopes. We can thus print 25,000 invoices in one night."* Local printing is of course still possible and several output formats are available (PCL and RTF). Invoices can also be checked on screen in PDF format by the 15 SIL users. *"We have also achieved savings on paper by eliminating pre-printed documents since the 'SIL' and 'Town of Lausanne' logos are now included in the models",* adds Richard Pasche.

Follow-up and prospects

The second part of the project is still on-going. *"The Web part is still in testing phase. Production will start within the coming days for funeral services. Companies providing funeral services will then be able to access their extranet to rent a chapel and directly print confirmations from their place."*

The development of some 20 models required for the management of licences and permits for taxis has also been completed. What still remains is the new project relating to citizens control, a major project which is still being discussed. *"On this second 'light customer' aspect of the project, the Business Document teams are once more very much present, and offer high quality support",* says Richard Pasche proudly.

The project started off in December 2004, for production on ©SAP in May. A record time about which we are proud.

"While meeting our expectations in technical and functional terms, this product stood out as being the most user-friendly and solid"