

Epic™ inserting solution helps FSSI improve efficiency and pursue new business.

Client profile

Financial Statement Services, Inc. (FSSI)

fssi-ca.com

- Produces, prints and distributes both physical and electronic documents
- Services a broad array of clients in banking, finance and insurance industries
- Offers mailing and archival services



Processing millions of documents

Specializing in the printing and mailing of financial statements, healthcare documents, and other sensitive information, FSSI is a business subject to work-level variations. During busy times, it mails up to 15 million documents each month. And that number is growing.

Business challenge

FSSI needed to improve speed and efficiency to accommodate the demands of a growing clientele. Many of these clients are served through same-day service level agreements requiring that documents be printed, inserted and entered into the mail stream the same day the print file is received by FSSI.

“One of our requirements was to significantly reduce setup and reconciliation times between applications,” said Henry Perez, FSSI Chief Operating Officer.

“While we have optimized many of our workflows, there are different inserter configurations

and modes for flats, 6x9 envelopes and standard #10 envelopes. If your system runs at a high rate of speed yet remains idle for extended periods of time during changeover... well, that’s a production killer that simply doesn’t work in our environment.”

The Epic Inserter's speed has "significantly increased our daily capacity without our having to incur additional personnel or overtime costs."

— Henry Perez, Chief Operating Officer

Technology used

- Epic™ inserting solution
- Mailstream inserters
- BlueCrest Output Manager software

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—Henry Perez, Chief Operating Officer

Solution

FSSI needed an inserter that would process items more quickly than its existing machines while also reducing the downtime that occurs between different types of job runs. It decided to invest in an Epic inserting solution to help with these challenges.

The Epic inserting solution builds on tested BlueCrest technology to meet the increasingly complex inserting needs of today's business world. It can handle up to 270,000 pieces of mail and more than 70 changeovers per day. It accomplishes this by combining letter and flat insertion capabilities in a single machine. Automation capabilities allow mailers to quickly switch between flat and letter jobs, helping to reduce downtime and improve capacity planning. The Epic inserter's modular nature allows organizations to add further inserting capabilities as work volumes demand.

Benefits

FSSI began to see the benefits of the Epic inserting solution shortly after it was integrated into the FSSI environment. The Epic inserter was much faster than the inserting machines FSSI had been using, and dramatically reduced changeover time between jobs.

The company has also saved money through reduced payroll costs. The speed of the Epic inserter has allowed FSSI to complete jobs more quickly, with fewer operators. Recently, the solution halved the time it took FSSI to complete a set of inserting jobs. Previously, FSSI had run two machines at two full shifts to complete these jobs quickly, in accordance with client service level agreements. The Epic inserter's speed has “significantly increased our daily capacity without our having to incur additional personnel or overtime costs,” Perez said.

In providing the company with the inserting speed and efficiency needed to meet the demands of existing contracts, the Epic solution has enabled FSSI to automate smaller flats jobs. These jobs would have been manually processed before implementation of the Epic solution.

“If we're running an inserter that's processing letters, then have to set the machine up in a flats configuration, a significant volume is needed to make it worth the changeover time,” Perez said. “For a smaller job, it would take more time for changeover than to actually insert the job. But if we can changeover in six minutes, it makes sense to do it. Now we can actually automate smaller flats jobs with the confidence that we can be back to high speed inserting quickly.”

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For more information, call 877-406-7704 or visit us online at bluecrestinc.com.

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