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Torbay Council Manages Biggest Forms Transaction Site in Europe with BHRPrintManager Software

Since 1998 Torbay Council has been responsible for providing all local services to the 100,000 inhabitants (growing to 200,000 in the summer) of Torquay, Paignton and Brixham. These services include education, transport, housing, social services, waste disposal and leisure. Torbay Council is one of the largest employers in the area with over 4000 employees.

Integral to the smooth running of the Council is the Printing Department, which runs the biggest forms transaction site in Europe, with a capacity of handling 15,000 spool files per second. The Council uses electronic forms software to print a vast collection of forms for council tax bills, cheques, invoices, bills, statements and other transactional work. The Council Printing Department manages a print room with three Ricoh digital printers each capable of running at 105 pages per minute as well as presses and the Council run a myriad of over 300 other printers in locations spread across all the Council locations. These machines receive printing requests from any of the 4000 desktops on the Wide Area Network.

Guy Millward, Pre-Press Manager at Torbay Council said, "Managing the output of such a busy Council efficiently was almost impossible until we installed BHRPrintManager. We tried every print management product on the market but none of them were stable or easy to use and not one could do all the things we wanted.

"BHRPrintManager now handles every print request made by anyone on the network. Despite the high volumes of traffic, it processes all jobs without imposing delays and consumes only a minimum of server resources. When selecting a print management product it had to be very simple to use so that any print operator could use it instinctively – and BHRPrintManager is the only product on the market that fulfils that criterion.

"All the Council's forms are produced with electronic forms software and BHRPrintManager is the only print management software that can cope with the print job format it produces as well as recognising all other standard formats."

The first of two key features highlighted by Torbay Council is the print room management. Several Windows print queues are published to the council infrastructure and connected to BHRPrintManager. Queues receive both large overnight batch jobs sent from core business systems like IBS as well as ad hoc documents. Jobs are held on a central server and printing controlled from the central server or any remote desktop. Users are invited via the print notifications to visit their jobs held on the server, add any additional needs through job ticket options before setting their jobs 'approved' for printing.

BHRPrintManager provides a central print manager that shows the print operators the list of jobs ready for printing and records all jobs printed. Guy says "We use the print manager to update job settings like duplex and tray use before sending the jobs to print. BHRPrintManager works natively with the print job allowing us to modify any driver settings, add banner & trailer pages and select individual pages or ranges to enable selective printing. When we print jobs, BHRPrintManager automatically replaces the printer controls in the job with the correct commands for the destination machine. This allows us to print any job on any printer correctly first time. The product provides us advanced functionality without the need for our print operators to have advanced technical knowledge. As a result we find the product very easy to use."

A second key feature required by Torbay Council is job auditing. Currently in roll out throughout the whole authority, BHRPrintManager will be auditing over 400 print queues. This is used by Torbay to provide three main benefits: gathering an accurate picture of the printing volumes and requirements, allowing departments to be charged for work printed and providing auditors information to verify the printing of key documents (including council tax and business rate bills). Guy Millward said, "The printing department provides a service to other corporations in South Devon, the software enables the department to calculate and justify accurate charges to each job for recharging to internal and external clients."

"Up until now, it has taken a significant amount of work to generate printing statistics. Now we can produce invoices for departmental work at a click of a button. This additional information is also key to satisfying our auditing criteria. We no longer need to estimate printing volumes in order to make decisions on printing around the authority. BHRPrintManager provides us with a level of information which previously was not available to us."

Guy concluded, "At Torbay Council we use a variety of computing platforms including Linux, Solaris, AS/400, RS6000, Macintosh and Windows. BHRPrintManager receives jobs from all of them, copes with them all seamlessly and enables all the Council's printing to function flawlessly."

For more information or to evaluate the product, visit www.bhrsolutions.co.uk or email info@bhrsolutions.co.uk or telephone 0870 6070 173.

PRODUCT IS AVAILABLE FOR REVIEW ON REQUEST

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About BHR Business Solutions

BHR Business Solutions is a technology solution provider working with domestic and global companies on document output management and data integration solutions. BHR Business Solutions has a wealth of experience in combining off the shelf products with custom written software to resolve key business issues.

These projects range from printing solutions, electronic forms, document output management and archiving to bill presentment and payment and wireless warehouse systems. Projects have been carried out on a wide variety of application platforms (Windows, OS/400, VMS, UNIX etc.) and technologies. Our consultants, using their wealth of knowledge, work together with your IT teams to help define company strategic direction and technology implementation plans.

A portfolio of in-house products such as BHRPrintManager and richPDF are combined with third party offerings to provide the basis to many solutions.