Inside

Case Study: Energy Corp.

- Bills from SAP Data are rapidly designed and produced
- Multiple languages for one bill and data driven power usage comparison charts
- Easy integration with postal processing and archiving

ISIS Papyrus:
SAP Partner - Software - with Certified Integration
Seamless Integration with SAP Billing Data

Merger objectives of an energy provider are met with powerful, WYSIWYG design tools and a flexible interface for SAP RDI data files.

As a diversified energy company headquartered in Ohio this electricity provider and its subsidiaries and affiliates produce more than $12 billion in annual revenue and own approximately $31 billion in assets. They are involved in the generation, transmission and distribution of electricity, as well as energy management and other energy-related services.

SAP Partner - Software - with Certified Integration

The seven electric utility operating companies together comprise the nation’s fifth largest investor-owned electric system. It serves 4.5 million customers in Ohio, Pennsylvania and New Jersey producing over 76 billion kilowatt-hours in 2005.

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**The Requirements**

In conjunction with a merger in 2001 the use of SAP R3 for business applications and the continued use of the ISIS Papyrus Document System for billing was decided for all operating companies. The former company had originally selected Papyrus in conjunction with their Y2K and SAP implementation because ISIS demonstrated its ability to quickly design and produce bills from SAP data. Papyrus fulfilled this need for greater flexibility, document quality and volume print processing that SAP couldn’t offer alone.

**Document processing requirements included:**
- Dynamic Formatting including multiple languages and charts (pie, bar)
- WYSIWYG design of billing and notice applications including spell check
- Flexible print formatting including IPDS, and AFP resource compatibility
- Handling of SAP RDI data (raw data interface)
- Integration with postal software processing and barcode support

**ISIS Papyrus demonstrated its ability to quickly design and produce bills from SAP data**

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**Motivations for Innovations**

**Motivation:** Rapid development and ease of handling SAP data and producing high volume utility bills and notices for multiple operating companies

**Innovation:** Enhancing corporate identity and customer communications along with maximizing postal discount processing and multi-channel output for integrating with other systems (EBPP, EDI, EFT, ...)

**Solution:** Papyrus Document Solution for designing and formatting utility statements and notices

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**Decision Criteria for Papyrus**

The Energy Corp. was able to quickly produce bills and notices for all merged operating companies based on prior experiences with the rapid development capabilities of the Papyrus Document System. Key Papyrus capabilities necessary for merged, expanded processing were: variable data, dynamic processing, flexible data handling and visual designing with full previews of all document pages.
The Solution

The Energy Corporation's Bill Print solution uses Papyrus Designer and Papyrus DocEXEC. Every night the company processes bills using Papyrus for its seven operating companies with volumes of 50,000 to 200,000 accounts. Additionally collective/master/voucher processing of 10 to 100 bills varying from 5 to 200 pages is done. Other applications include the printing of letters with volumes of 100 to 30,000 per cycle and check generation with volumes of 25,000 a month.

Papyrus Designer’s WYSIWYG design capabilities enable rapid development and updating of new or changed bill formats.

Papyrus Designer’s WYSIWYG design capabilities enable rapid development and updating of new or changed bill formats. Features used include: conditional processing to produce consolidated billing for multiple services. And for the different subsidiaries, data-driven power usage comparison charts, conditional notices and marketing messages.

To start batch processing, SAP application servers generate RDI or plain text and send the data to its’ own unique, remote queue. Then a series of UNIX scripts automate formatting and printing.

- The first script checks for the number of concurrent spool runs and launches the formatting procedure.
- The second script invokes Papyrus DocEXEC formatting for each spool request, creating an index file and log file that is used for postal processing to add the carrier’s route information.
- The third script checks that all post-processing is completed, merges the updated log information and runs the postal optimization routine to generate the final print order to maximum postal discounts.
- Then this print order is sent to the Papyrus DocEXEC post-processing application which imports the earlier pre-composed, indexed AFPDS documents in the correct order, adds the additional document information including carrier routing and barcodes, and produces the final AFPDS.
- This final AFPDS is then processed by the OCE print server and printed on the Pagestream 1000.

Benefits during the merger and initial implementation

- Support of Merger objectives (e.g. speed, cost effectiveness, minimization of new investments, maintaining customer satisfaction)
- Minimize investment in new solutions for merged billing operations
- Productivity gains from the use of existing skill-sets and experience with SAP and ISIS Papyrus
- Rapid Development of initial applications as well as changes for merged operations
- Flexibility of Data Interfaces including how efficiently Papyrus handles the SAP RDI data files
- How easily and quickly developers can make changes to applications
- Ease of integration with postal processing, archiving software and other print management applications

Sample bills
A comprehensive and scalable solution for centralized management of document applications, print and output operations that span web, client/server and host environments.

Organizations can define, measure, and manage output management across complex heterogeneous environments from centralized control points.

Papyrus Components

Papyrus Document Frameworks
- Automated Document Factory
- Enterprise Application Integration
- Enterprise Output Management
- Enterprise Content Management
- Business Process Management
- Portal and Web Applications
- Change Management
- Correspondence
- Campaign Management
- Print Management
- Capture/Classify/Extract
- E-mail, Fax

Papyrus Capture
- Scan • Capture • Classify • E-mail • Fax

Papyrus Designer Suite
- Forms • Fonts • Logos • Pagemode formatting

Papyrus Objects
- Repository • Library • Distribution
- Authorization • Business Objects (data)
- MQ • XML Interface • Process Support

Papyrus DocExec
- Text and Page Document Formatter

Papyrus Host & Server
- AIF • Printing & Spooling • Print Transforms

Papyrus Client
- View & Print Testeditor Desktop

PrintPool & Archive
- Indexing • Sorting • Bundling • Distribution

Billing with Papyrus

Advanced Info Service Public Co. Ltd
Thailand • AMS American Management System USA • Belgacom/Belgacom Mobile Belgium • Bell South USA
• BEZEK Israel • British Telecom United Kingdom • CAT Thailand
• Connect USA • Debitel Germany • DeTe Mobil Germany • Edisontel Italy
• Far East Tone Taiwan • Gas Natural Spain • GPU USA • Israeli Electric Company Israel • Jazz Telecom Spain • Keyspan USA • Mannesmann Arcor

Germany • Maxis Malaysia • MCI Worldcom United Kingdom • Neckermann Germany • Northern Telephone Canada • Orange United Kingdom • PIMS Italy • Polkomtel Poland • Postens Mailbu Denmark • Quelle AG Germany • Samart Corporation Thailand • Singapore Telecom Singapore • Smart Communications Philippines • Stadtwereke Kiel Germany • Stadtwereke Wuppertal Germany • Swiscom Switzerland • Telecomasia Thailand • Telekom Austria Austria • Telefonica del Peru Peru • Thai Telephone & Telecommunications Thailand • Total Access Communication Thailand • Vodafone Germany, Italy

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