

Communications with your print room



are about to take a great leap forward

The OTS *Spitfire Web 2000* system promises both your users and print manager unprecedented control — and savings to match

Printers are becoming faster and faster. Users are getting more and more processing power on their desks. Yet the print manager is stuck in the middle, buried under a mountain of paper work — assigning jobs, juggling deadlines, managing inventory, telling finance who owes for what, answering status queries, and trying to keep everyone happy.

At OTS, we believe it's time that some of that computing power was used to make the print manager's job simpler. And more efficient. As a bonus, we promise happy users, plus improved relations with the accountants.

What's more, with *Spitfire Web 2000*, we give you complete control via the Web 24 hours a day, 365 days a year — real-time monitoring, a full range of reports, all accessible when you want it, from anywhere in the world.

Key features of the *Spitfire* system are:

- **It's fast, efficient and simple to use**
- **It is fully Web-enabled, enabling it to be driven from version 4 or later of Internet Explorer or Netscape**
- **The server software runs under Windows NT**
- **Documents can be created in any application**
- **It works with the industry standard Adobe PDF format**
- **It offers greater control to all involved: print manager, user, and financial controller**

For the user, the *Spitfire* system offers:

- **A single, simple interface for cataloging, pricing and ordering**
- **Access to documents from anywhere on the network**
- **Online viewing of documents**
- **Control over who has access to documents**
- **Instant costings, plus the ability to extract full financial reports**
- **Online job status information**
- **Quicker turnaround**

When the OTS team started developing *Spitfire*, we first looked at the problems faced by the print room in a typical mid to large organisation. Then, instead of trying to solve them in a piecemeal fashion, we looked at putting together a single package to streamline the whole operation. One package, one interface for the print manager, one for users — and a whole range of problems solved.

Taking stock

The biggest problem facing many print rooms is inventory management. Lots of stationery sitting around, going out of date, wasting space and money. Printing on demand promises an end to physical inventory, but unless you can effectively manage your electronic forms, you are simply moving your problems from the shelves to a computer terminal. It's the right move, but it's not the solution.

At the heart of the *Spitfire* system is a sophisticated, fast and powerful catalog of all your documents and forms. Multiple electronic files can be associated with any item in the catalog — native files, print-ready files, viewable files, etc. The files can be produced in just about any package your users want — from standard word processors to high-end page-layout applications to sophisticated forms packages.

But you're not limited to handling files. The system can just as easily take care of your non-print items, such as CDs, binders and inserts — in fact, just about anything at all. It's that flexible.

In the *Spitfire* system, the catalog manager has complete control over the catalog — when forms begin and expire, who can use them and who can't, minimum order quantities, pricing, estimated print time, and more. And it can all be done via the Web — you don't have to step foot in the office.

Power to the users

But best of all, users have direct access to this same catalog. They, too, can view an image of a document or other non-print item. They can, with appropriate permission, file, remove or order items. And once they've ordered a job on the system, they can keep track of it. All without bothering the print manager. Things will be a lot quieter in the print room.

In fact, users can track more than the status of their jobs. Reports on individual and departmental budgets and expenditure are all part of the same package. They can extract any of the reports as text files, or export them directly into Microsoft Excel spreadsheets. If the job is billable to a client, they can even produce the invoice and delivery slip at order time. All without leaving the *Spitfire* client.

The catalog can do a lot more than we can tell you about here. Things like specify which printer a job should go to (or you can let *Spitfire* allocate it for you). At a higher level, it offers what we call packs. So if you are opening a new branch, for example, your users can place one order for the appropriate pack of stationery. That makes life much simpler for everyone.

Orders, please

Once your users have chosen the document they need, it's time to place an order. They enter the quantity; minimums and multiples are automatically enforced, and the cost is calculated on the spot. They enter delivery, time required and any other instructions — like “print me 10 copies every Monday morning until mid-July” — and then they send the job. They can monitor progress at any time — without disrupting the print room. And when the job's finished, the *Spitfire* system will send them an e-mail telling them so.

Naturally, one-off jobs are handled with similar ease. They can be sent as ordinary document files in the case of supported applications, or as PDF files. All jobs are stored until you want them deleted, so converting a one-off to a catalog item is straight forward.

We think we'll make users happy, but we also want to make print managers happy, so they can get on with their job rather than spend time fielding inquiries. We'll give them all the reports they need: job/user/department breakdowns, periodical printer usage figures, supplier performance — you name it.

Suppliers online

Of course, not every step of every job is done in-house. Your artwork, for example, might be out-sourced. Again, *Spitfire* will give you complete control over the flow of work, including such things as file transfers.

For the print room manager, the *Spitfire* system offers:

- **Reduced holdings of physical inventory**
- **Facilities to monitor usage more accurately and plan accordingly**
- **Fewer interruptions — users can monitor jobs themselves**
- **Automated collection of financial data and billing information**
- **Control over who has access to documents**
- **Instant costings, plus the ability to extract full financial reports**
- **Less time spent house-keeping; more time spent on printing**

The *Spitfire* system's catalog lets you:

- **Control access to documents by user or department**
- **Enforce start and expiry dates for forms**
- **Provide information on print runs and special printing requirements**
- **Calculate detailed costings**
- **Use multiple catalogs**
- **Handle non-print items**

For the financial controller, the *Spitfire* system offers:

- **Cost savings from reduced holdings of inventory**
- **Reduced waste by ensuring the correct documents are printed**
- **Timely production of comprehensive financial reports**
- **Detailed historical data to enable more accurate budget forecasts**
- **Savings from reduced paperwork in ordering, costing, invoicing and despatching**

You will be able to monitor all your suppliers' performance via the Web, for complete end-to-end control — from ordering right through to fulfilment.

It figures

We also promise to improve relations with your finance department, and we don't just mean through the obvious direct cost savings. With *Spitfire*, you can call up a report of who printed what, when and how much it cost, export it as a text file or Microsoft Excel spreadsheet, and send off the file. Quick, simple, no fuss.

Finally, we should point out that the development of the *Spitfire* system is client-driven. It was developed by working closely with clients day-to-day, and is being expanded and improved in the light of customer feedback. You owe it to yourself to have a look at *Spitfire*. We think you'll like what you see — and we think you'll like what's on the horizon even more.

*To see how your organization can benefit from **Spitfire**, contact Options Technology Solutions, or the distributor below.*



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