Improved efficiency, accuracy and cost effectiveness are the order of the day at Newbury Building Society.

PlanetPress is helping Newbury Building Society to manage variable data, internalise production and improve the quality of communication to its customers and members alike.

Newbury Building Society's ICT department is responsible for the processing of internal and external communication and for Lynne Speight, the ICT Development Manager, the limitations of their existing system meant that production of vital communication was proving to be a lengthy and costly process.

The department was experiencing a number of specific problems that appeared to have no obvious solution; Rate Change Notices had a fixed layout and limited scope for adjustment, two types of Mortgage Statements that were in a fixed format needed to be consolidated into one and Investment Statements needed to be outsourced for printing due to the problems of printing such large files within Word.

At a demonstration for photocopiers and printers Lynne was introduced to the perfect solution - PlanetPress from Objectif Lune.

"It was absolutely amazing that you could take a fixed format document and move it about to be displayed how you want to. We did have a problem with Insurance Renewals, Rate Change Letters and Statements where they're in fixed format and the only way we could print them up ourselves, without sending them outside, was to use Word, which limited us, so when I saw PlanetPress, I thought 'I can see loads of things we can use for that'. We bought it in and immediately we did our Rate Change Letters on it and with absolutely no problems."

Following the success of using PlanetPress to produce the Rate Change Letters, the ICT department began to look at how PlanetPress could help solve their other issues.

The Mortgage Statements were previously produced out of house and the fixed format of the data meant that two statements had to be produced instead of one. Using some support from Objectif Lune to carry out some Visual Basic scriptwriting, PlanetPress Watch and an Access database, the two documents were merged to get all the information into one statement.

The Investor Statements had been too large to produce in-house and were traditionally outsourced for production and fulfilment. The Statements were sorted by mail area and if fulfilled incorrectly, a Statement could be sent to the wrong recipient. PlanetPress enabled the production to be brought back in-house. The Statements are now printed in manageable loads and fulfilled by employees of the Building Society, dramatically reducing the margin for error.

Improvements in data management and accuracy are not the only benefits. PlanetPress has also helped Newbury Building Society to improve efficiency by up to 60%.

"We send out about 4,700 Mortgage Letters, if we do an Investment Rate Change, we also send Investor Letters out and there are about 57,000 of those.

Now, we can get the Mortgage Letters done in less than a day and the Investor Letters take about three days because we do it in manageable batches. Before, they had to go away and we were nearly a week getting the letters out. We can have the letters out within a few days now, which is important for Rate Change Notices, because there's a legal requirement to give members 14 days notice, so the faster we can get them out the better."

The department has also seen a large reduction in costs. The ability to bring production back in-house and the volume of mailings carried out by the department enabled Lynne Speight to see a return on her investment within 6 months of installation.

"I think it is just such a versatile piece of software. It fits round the load of the business. It's just brilliant."

Lynne Speight
ICT Development Manager
Newbury Building Society

There are now three members of staff using PlanetPress on a daily basis and the training enabled them to start using and benefiting from PlanetPress straight away.

"The training we had was very good and the people who took the training came back and were able to use it straight away. The staff that use it every day can do amazing things with it. They're not technical people; they're admin, support people."

" *I think it is just such a versatile piece of software. It fits round the load of the business. It's just brilliant.* "

Lynne Speight
ICT Development Manager
Newbury Building Society

The reliability and stability of PlanetPress means that the ICT department are always looking at other ways in which to use PlanetPress to benefit the business.

"*We've always had really professional help from Objectif Lune. We've never had any problems. We may need upgrades every now and then and phone through but we haven't needed to use them for support and when we have needed to use them they've been efficient at what they do.*

We are moving software at the moment, so we're right in the middle of a major project and we've been looking at PlanetPress for various things. I can see we will have more use for PlanetPress in the future than we are actually using now."

PlanetPress has enabled the ICT department to implement processes that were not physically possible before.

"*We could physically outsource things. But even if we'd outsourced the statements, we couldn't have got all of the detailed information on one statement that we do get.*"

Business efficiency has also increased. Improvements in the communication process provide Members more information than they have received before. The ability to use PlanetPress to manage and display data as required has helped to improve presentation and quality.

"*There are really no changes to the data source itself, it's just where it is positioned on the page and how we present it and what you are able to do. We can actually design our own forms and stationery now and just pull in the data. Whereas before it just printed, we get quality print now. Before, it was line printed and it's very hard to read statements, whereas now, it's all laser printed, so you get a*

good quality, professional-looking document."

PlanetPress is helping Newbury Building Society to provide its customers and members with high quality communication, on time.

The PlanetPress Suite Solution:

PlanetPress for
Document design

PlanetPress Watch for
Process and distribution automation

PlanetPress Image for
Integrated archiving

PlanetPress Fax for
Automated conditional fax delivery

PlanetPress Search for
Real-time access to critical information