

# CASE IN PRINT

## Lantik S.A.: Improved Print Management Yields Improved Customer Service

For centuries, the region of Biscay in northern Spain has been known for industrial innovation. From the newly-constructed Guggenheim museum system in the region's major city of Bilbao to the innovative new Metro system, the region is in the midst of a tremendous modernization effort.

Lantik, S.A. is the government-owned IT company charged with making sure that the public services offered to the region's residents keep pace with growing demands. They replaced their outdated and costly Macro4 system with the VPS® family of Enterprise Output Management solutions. By doing so, Lantik was able to improve the speed and quality of document delivery to governmental entities throughout the region, while decreasing the cost of printing and distributing documents in paper form.



*The Lantik S.A. headquarters building in downtown Bilbao*

### ORGANIZATION

In 1981, Lantik, S.A. was established by the Regional Government of Biscay to provide data processing services and systems to governmental departments and local councils in the region. The goal of Lantik is to provide innovative, user-oriented solutions that help the regional government serve the 1.2 million residents of the region.

Headquartered in Bilbao, Lantik employs approximately 300 full-time workers. The company also employs hundreds of other professionals via annually-renewable subcontracting arrangements, giving Lantik the flexibility to adjust its staffing as workloads change.

### INCREASED EFFICIENCY THROUGH AFP ELECTRONIC FORMS

As in any governmental environment, the regional agencies in Biscay use documents in their interactions with the citizens they serve. In order to give superior service to the people of the region, the agencies need to be able to print, send, and receive documents. Whether it be a hunting permit, a dog license, or a

### EXECUTIVE SUMMARY

Lantik S.A., a leading IT services provider in northern Spain, replaced their existing printing system with output management solutions from LRS. These VPS-based solutions helped Lantik implement AFP barcodes and PDF viewing technologies to provide superior service to their customers.

property tax bill, it is important that every document moves efficiently to the intended recipient.

Lantik attempted to help the regional government address this need by implementing two basic document technologies: an electronic forms solution to create high-quality documents and a network print management product to electronically deliver those documents to remote printers.

Lantik chose to standardize on IBM's Advanced Function Presentation (AFP) architecture for its electronic forms. By implementing AFP, Lantik made it easier for government agencies to design, create, and use new tax forms and other documents without the expense of having a printing company produce and re-stock pre-printed forms.

The AFP architecture also enabled Lantik to automate business processes for the regional government. For example, the regional tax

*"By viewing documents first instead of printing them every time, our departments and customers save a significant amount of money."*

authority was able to print tax statements that included a barcode containing the taxpayer's information and amount owed. To pay the tax bill, the recipient simply needed to go to his or her bank, place the document under a barcode scanner, and electronically authorize the money to be withdrawn from their bank account. This eliminated the need for taxpayers to manually fill out forms and stand in long lines at the service counter.

### **PROBLEMS WITH ELECTRONIC PRINT DISTRIBUTION**

Creating the AFP forms was one issue—making sure that the documents could be delivered reliably was another. For the original enterprise document project, Lantik chose Macro4's VTAMPrint software package to handle the electronic delivery of line-data and AFP documents to remote printers.

After implementing the Macro4 solution, they discovered quality issues with the documents. For example, the AFP barcodes were not printing correctly on the remote printers. As a result, when taxpayers went to the bank to pay their taxes, the barcode scanner could not interpret the codes. Waiting in line to pay taxes was frustrating enough; waiting even longer because of a printing error was far worse.

The tax office was unhappy, and they turned to their IT outsourcer for a solution. Lantik traced the problem to Macro4's AFP conversion software. In addition to the problems with converting AFP barcodes, the Macro4 software did not support the kind of advanced AFP color options that Lantik wanted to provide its customers. These problems, in addition to Lantik's need for more robust TCP/IP printing support, started Lantik on the path to find a replacement for the Macro4 product.

### **DEDICATED PEOPLE AND FLEXIBLE PRODUCTS EASE CONVERSION**

In order to provide better printing services to their customers, Lantik proposed to replace the Macro4 product with VTAM Printer Support (VPS) from Levi, Ray & Shoup, Inc. (LRS). As the person responsible for Lantik's methodology and architecture, Abadie Muñoz Iñaki was very eager to solve the printing issues: "No one likes to replace a solution that has already been implemented, but in this case, we had no choice. We needed a solution that could handle all our customers' demands."

Lantik faced two major issues related to this change: the new solution needed to address the AFP issues that the old product could not handle. In addition, the solution needed to be implemented as quickly as possible, so Lantik could continue serving its customers.

This was no small challenge, but the LRS® team in Madrid and the Lantik staff worked together to overcome the obstacles. Before agreeing to trial the VPS solution, Lantik needed to be sure that it could handle the complex AFP forms satisfactorily, including the barcodes. The customer provided LRS some sample AFP documents to use for testing purposes. LRS loaded Lantik's AFP resources and used the VPS/PCL product to convert the AFP output into PCL data streams for printing on low-cost office laser printers.

To be absolutely certain that the barcodes were satisfactory, Iñaki's team took the sample documents printed by VPS/PCL and submitted them to a certification group known by the Spanish acronym AECOC. This association develops and tests barcodes and other character recognition technologies for compliance with industry norms. Technicians at AECOC discovered that the initial test barcodes generated by VPS/PCL were too wide, and did not conform to the Spanish AECOC standard. LRS contacted AECOC directly, discussed the required changes, and quickly created a fix to VPS/PCL that enabled it to create AECOC-compliant barcodes.

With the barcode issue resolved, Lantik brought the software in for a trial in their own environment. As Iñaki explained: "The people from LRS in Madrid really made the process simple. They knew we needed to have a solution in a short timeframe, and they delivered results. Within days, they came on-site to get the VPS solution installed and printing our AFP documents on remote PCL printers."

### STRATEGIC OUTPUT SOLUTIONS EXTEND LANTIK SERVICE OFFERINGS

The primary focus of the project was to replace the basic functionality of the Macro4 package. During the course of the VPS trial, however, Lantik saw how some of the other LRS output management solutions could enable them to provide even better service to their customers.

Today, the LRS output management solution handles all of Lantik's remote printing and document delivery needs. For example, VPS/PDF takes AFP documents created by Lantik's mainframe applications and converts them into PDF files. Employees are able to open these PDF files using the free Adobe Reader, and decide whether or not they need to print them "By viewing documents first instead of printing them every time, our departments and our customers save a significant amount of money," says Juan Aguirre Amaya, Departmental Chief of Lantik's Implementation team.

Some of these electronic documents are delivered via TCP/IP to remote NT servers running another LRS product: AnyQueue®. Running at locations throughout the region, this Windows-server-based solution serves as both a local document repository and a departmental print management solution. Reports that are stored in AnyQueue can be viewed via a Web browser, routed to one or more printers, or even sent to a recipient via Email.

With thousands of remote printers defined to their TCP/IP and SNA networks, Lantik's help desk staff needed a way to manage and control their entire printing environment. Using the VPS Monitor and Control Facility (VMCF), they have a simple way to identify and solve printing issues anywhere on their network. VMCF/Web Access screens are based on customizable HTML templates, allowing users to create screens in Spanish, English, or Basque languages. Using a simple Web browser interface, administrators can manage their entire printing environment.

## LRS® Solution

Lantik uses the base VPS solution to drive AFP and text documents to over 1300 printers on their SNA network. In addition, they use the following components to extend this functionality:

- **VPS/TCP/IP** to route output to more than 500 TCP/IP printers connected to their network
- **VPS/PCL** to convert and send their AFP forms and data to PCL printers in remote offices
- **VPS/PDF** to convert and send their AFP documents to PDF files, which end users can view in AnyQueue/WebTRAC®. VPS/PDF also runs as a batch process to convert AFP documents for posting on Lantik's intranet.
- **AnyQueue®** and **Anyqueue/PageSorter®** to receive text and AFP reports from the mainframe, then break them into individual reports for each department or local government council
- **AnyQueue/WebTRAC** to retain text and PDF documents and view them via a web browser
- **VMCF/CICS** and **VMCF Web Access** to allow their administrators and help desk staff to manage their printing environment and provide support to report recipients
- **VPS/Report Browse** to view SYSOUT documents residing on the JES spool



## OUTPUT MANAGEMENT MAKES THE DIFFERENCE

Today, the Lantik team has a fully integrated output management system that can meet the needs of the most demanding users. "More importantly," adds Iñaki, "We know that we will be able to address future needs that we

cannot anticipate today. The easier we make it for users to access reports and other information, the more these users will expect us to do. LRS has shown their ability and willingness to help us meet the output management needs, both in their service and their products. We see them as a real partner."

# LRS Offices

Levi, Ray & Shoup, Inc.  
2401 West Monroe Street  
Springfield, IL 62704 USA  
Phone: 217.793.3800  
Fax: 217.787.0979  
[www.VPS.com](http://www.VPS.com)

Levi, Ray & Shoup, Inc.  
Viale Lodovico Scarampo 19  
20148 Milano  
Italy  
Phone +39 (0)2 43912165  
Fax +39 (0)2 48102588

Levi, Ray & Shoup, Inc.  
Level 6, Suite 11  
100 Walker Street  
North Sydney NSW 2060  
Australia  
Phone: 61 2 9922 3800  
Fax: 61 2 9922 7600

Levi, Ray & Shoup, Inc.  
Sucursal en España  
Princesa, 24 , 1º Izda  
28008 Madrid  
Spain  
Phone: +34 91 758 13 40  
Fax : +34 91 541 98 74

Levi, Ray & Shoup, Inc.  
Ludwigstraße 47 • D-85399  
Hallbergmoos  
Germany  
Phone: 49 (0)811/99 73 90  
Fax: +49 (0)811/99 73 9 11

Levi, Ray & Shoup, Inc. U.K.  
Regent House • Rodney Road  
Cheltenham Gloucestershire, GL50 1HX  
United Kingdom  
Phone: +44 (0)1242 537 500  
Fax: +44 (0)1242 537 501



*Levi, Ray & Shoup, Inc.*

ENTERPRISE OUTPUT MANAGEMENT

© Copyright 2005 Levi, Ray & Shoup, Inc. All rights reserved. LRS, the LRS diamond logo, VPS, AnyQueue, AnyQueue/WebTRAC and AnyQueue/PageSorter are registered trademarks of Levi, Ray & Shoup, Inc. All other brand and product names are trademarks or service marks of their respective holders.