



## Millions of pages a month. One printing management system.

*Marty Scholes talks candidly about how Xi-Text keeps  
Output Services, Inc. up and running.*

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*Output Services, Inc. of Boulder, Colorado is a full-service printing service bureau with high volume printing and electronic data delivery capabilities. Marty Scholes, Electronic Statement Consultant with Output Services, recently talked about the demands of high-volume printing of business critical data, and one product that Output Services has come to rely upon.*

### ***Output Services prints how many items a day?***

Right around a quarter-million pages a day. Monthly output averages between 5-10 million pages. We drive four Xerox DocuPrint 4635's with our Sun Solaris systems.

### ***What is your core market?***

Our customers are companies that send you something in the mail that's not a solicitation. Banks, credit unions, utilities, credit card issuers and so forth. Financial statements and invoices are the bulk of our business.

### ***You use Xi-Text print management system? And installed it, let's see, right around when Clinton was being inaugurated?***

Yeah, almost ten years ago. Hard to believe. And it hasn't given us a bit of trouble. That's remarkable for our company. Seriously, we have broken every piece of software that we've tried – there are only two packages we haven't just shredded and Xi-Text is one of them. The vendors are used to us breaking everything. With the volume we do, we beat everything to death.

### ***Specifically, how does Xi-Text help you?***

Reducing errors is what this business is all about. It is absolutely unacceptable to send an incorrect bank statement or a bill. It's almost guaranteed to trigger an angry phone call to customer service. An error rate of one in 10,000 sounds pretty good -- that's hitting 99.99%. But if you print 5 million pages a month, that's 500 phone calls, and our clients wouldn't stand for that. Xi-Text is an important part of our QA program.

### ***How about the auditing process?***

Xi-Text allows our people to do some quality checking through the tool itself, in terms of being able to review documents. They can look at the monitors and see what's going on. That's extremely valuable.

### ***With all that Xi-Text is doing for you, are you concerned with machine resources?***

From an IT standpoint - and that's where I grew up in the company - Xi-Text is incredibly lightweight. It uses very little machine resources and that's a huge, huge bonus.

### ***Sounds like you rely on it quite a bit.***

To be blunt, without good print management, I don't know how we could be in business. I'm sure we'd find a way, but I don't know how on earth we could do the volume we're doing at the minuscule error rate we have.

Any print product can deliver basic data to a basic printer. But our needs are far beyond basic. Xi-Text has proven itself to be more than capable of handling any load we throw at it.

### ***Does Xi-Text also offer ease of operation?***

Without question. At any moment in time, we have two to four thousand documents in the queue, with two or three operators. Those operators have to quickly decide what to print next and plan ahead without scrolling through screen after screen. Xi-Text lets them drill down and see at a glance what's running and what they need to do next.

Also, we often partition our bigger jobs into smaller chunks, so one job might generate dozens or even hundreds of entries. Xi-Text allows us to manage a situation like that so we can go across multiple printers without running a 12-hour job on one printer.

### ***What's ahead for Output Services?***

We're really beginning to see growth in our electronic statement delivery services. But even with this new phase of our business, Xi-Text is a necessary component of the operation.

*- By Jane Schreier*