



# Solimar® Print/Director Decreases Document Distribution Costs and Turnaround Time



## City of Portland

The City of Portland Water Bureau is a rate-financed and city-owned utility, delivering high quality fresh water to the residents of Portland, Oregon and several surrounding communities. Gravity-fed from the pristine wilderness watershed on beautiful Mt. Hood, water in the Portland area is considered to be one of the best in the continental United States for its purity and softness. Solimar Systems interviewed Barbara Streeter, Information Services Supervisor at the City of Portland Water Bureau, to discuss the cost savings and process improvements that resulted from their implementation of the Solimar® Print/Director.

***"The entire print operation is less fragmented, more streamlined and far more efficient."***

Barbara Streeter  
City of Portland Water Bureau

### The Challenge

Prior to installing the Solimar Print/Director system, the Portland Water Bureau experienced printing interruptions and work delays whenever their IBM mainframe connected printer was down for service or repair. Since the Water Bureau was limited to printing its mainframe generated print jobs on a single device, all scheduled jobs, including internal reports, correspondence, letters, and customer bills were constantly at risk of being delayed or re-scheduled. Printing delays that could affect the distribution of revenue generating customer water bills were particularly worrisome. The printing and distribution of customer bills is the lifeblood of the Water Bureau's revenue stream and therefore a key component of its operations.

The Water Bureau also identified two additional problems with its centralized print and distribution operation. First, because all mainframe print jobs were sent to a single location, the data processing staff was required to manually sort through large stacks of printed output to determine who had initiated the print job so it could be delivered back to them. Second, the data processing staff had to manually distribute the print jobs – physically carrying them to a different floor in the building, using expensive courier services, or sending them through the City's interoffice mailing system.

After carefully analyzing the situation, the Portland Water Bureau identified several critical operational challenges to address:

- Bottlenecked print operations
- Lack of automated document distribution and printer access
- Slow distribution of internal print output
- High costs of manually sorting centralized print jobs
- Expensive manual distribution and delivery of print jobs to remote locations.

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## Business Profile

### City of Portland

Water utility organization increased its print efficiencies while reducing document distribution expenses with the Solimar Print/Director system.

### Industry

Energy & Utilities

### Geography

Portland, OR

### Business Solution

- Output Management
- Device Connectivity
- Data Stream Conversion

### Solimar Products

- Solimar Print/Director
- Base system with XIMAGE™
- TCP/IP Input and Output
- XCHANGE:: PostScript
- PostScript::Metacode

### Benefits

- Enabled mainframe Xerox Metacode applications to be printed on PostScript printers without application programming changes
- Offloaded centralized printing to decentralized printers that were located near employees
- Increased employee production
- Eliminated proprietary output format limitations and restrictions



**The Solution**

Fortunately, the Water Bureau understood their operational challenges and identified two specific goals that would increase productivity while cutting distribution costs:

- Enable mainframe Xerox Metacode print streams to be routed and printed on PostScript printers,
- Enable print jobs to be sent to decentralized remote work areas instead of a single centralized print area.

Due to its robust output management capabilities and feature-rich modular design, the Solimar Print/Director was selected and installed with a Xerox 4890 NPS printer. "We did not consider any other product," says Streeter. "With the Solimar Print/Director, we were able to connect the mainframe to our network and also automate the conversion of Xerox Metacode print streams to PostScript for decentralized printing."

By installing the Solimar Print/Director, the Water Bureau was able to integrate its mainframe with a much broader network printing environment, connecting it with centralized printers, decentralized printers, and LAN PCs. The Water Bureau also benefits from an open TCP/IP environment, eliminating a variety of proprietary limitations and restrictions. And, with the additional printing options enabled by the Solimar Print/Director, the Water Bureau's printing capacity has been greatly increased, solving the problem of limited printer availability. States Streeter, "The entire print operation is less fragmented, more streamlined and far more efficient."

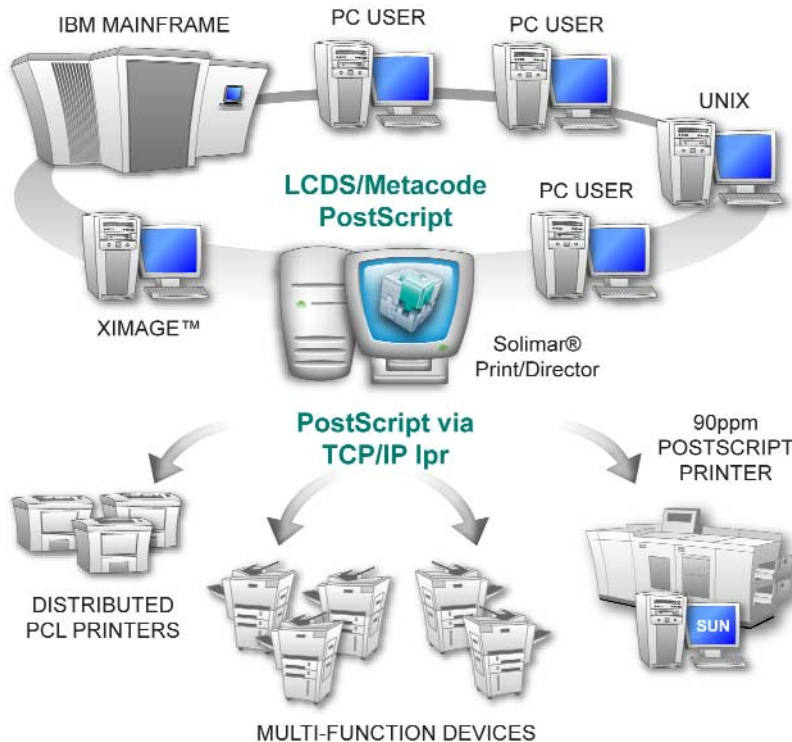
**The Results**

The City of Portland Water Bureau also reduced the turnaround time of internal documents, allowing its employees to improve their daily work. Streeter points out that employees now receive their printed output sooner, increasing productivity. Street explains, "Print jobs are sent directly to printers in remote work groups, so employees have their work earlier in the day. This allows them to perform their work faster and meet deadlines." An additional benefit of the Solimar Print/Director has been a reduction in document distribution turnaround, increasing the Water Bureau's employee productivity. Adds Streeter, "Employees are able to get more done in a shorter period of time."

In addition, the Solimar Print/Director system has dramatically reduced labor costs in the data processing area, where the staff is no longer required to manually manage, collate, and deliver printed output to employees. Rather than direct all of the print jobs to a single centralized location, which resulted in huge management and distribution expenses, printing is now off-loaded to remote decentralized printers that are located near the work area of the employee, saving both time and money. By selecting the Solimar Print/Director for its output management needs, the Portland Water Bureau has reduced document delivery time, lowered distribution costs, and allowed its data processing personnel to return to data processing projects rather than managing and delivering printed output.

***"With Solimar... employees are able to get more done in a shorter period of time."***

Barbara Streeter  
City of Portland Water Bureau



**Contact**

**Corporate Headquarters**  
 Solimar Systems, Inc.  
 1515 Second Avenue  
 San Diego, CA 92101  
 USA  
 +1.619.849.2800 tel  
 +1.619.849.2801 fax  
 sales@solimarsystems.com

**European Headquarters**  
 Solimar Systems, Ltd.  
 Heritage House  
 79-80 High Street, Gravesend  
 Kent, DA11 0BH  
 UNITED KINGDOM  
 +44 (0)845 230 9850 tel  
 +44 (0)845 230 9851 fax

