



Sunoco Shifts Into High Gear With Solimar® Print/Director



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Larry Watts, Jr.
Sunoco, Inc.

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Sunoco, Inc. is a leading manufacturer and marketer of petroleum and petrochemical products in the Eastern United States. With headquarters located in Philadelphia, Pennsylvania, Sunoco operates five domestic refineries with a daily processing capacity of 890,000 barrels of crude oil, and markets gasoline through over 4,500 retail outlets, from Maine to Florida, and west to Indiana.

The company's credit card center provides processing support for all credit card transactions, including the Sunoco family of credit cards. The center is responsible for distributing customer credit card statements, billing, customer letters and correspondence. The center also processes and distributes fuel management reports, contracts, and several internal reports from its mainframe.

Solimar Systems recently interviewed Larry Watts, Jr., Systems Analyst at Sunoco, to discuss how installing the Solimar® Print/Director system has saved time and streamlined operations within the credit card processing center, while at the same time enabling the implementation of new printer technology without disrupting operations.

The Challenge

Over the years, Sunoco's credit card processing center has invested heavily in developing a wide variety of LCDS legacy applications to support the company's operations. The majority of those applications were printed on Xerox 4050 and 4090 laser printers. Sunoco wanted to upgrade their print operations by replacing the older 4050 and 4090 devices with a more modern Xerox DocuTech 6100 that could be connected to their network. However, the new print device could not natively process Sunoco's existing LCDS print streams.

The estimated development effort involved with reprogramming the existing applications from LCDS to PostScript proved to be cost prohibitive. "We wanted to upgrade our printers and connect them to the network for easier access, but without the time and expense of re-doing our applications," says Watts. In addition to print stream incompatibility issues with the new device, Sunoco encountered other challenges that needed to be addressed, such as limited reprint capabilities and complex business processes. Sunoco had originally installed a product from another vendor to address these requirements, but it fell short of what was needed for their environment.

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Business Profile

Sunoco, Inc.

Major petroleum company uses the Solimar Print/Director to save time and streamline their production print center operations.

Industry

Energy & Utilities

Geography

Philadelphia, PA

Business Solution

- Output Management
- Device Connectivity
- Data Stream Conversion

Solimar Products

- Solimar Print/Director
- Base system with XIMAGE™
- BUS/TAG Output
- TCP/IP Output
- RJE/SNA::3211
- XCHANGE::PostScript

Benefits

- Streamlined and simplified workflows with increased management control
- Enabled printers to be connected to a TCP/IP network
- Enabled LCDS legacy applications to be sent and printed via PostScript printers
- Allowed for fast and easy reprint operations without reprocessing applications at the host



The Solution

With the help of Xerox, Sunoco selected and implemented the Solimar Print/Director to replace the existing device. The Solimar RJE connectivity module allows the Print/Director system to seamlessly receive LCDS data streams from Sunoco's mainframe. In addition, Print/Director's XCHANGE::PostScript transform module automatically converts Sunoco's data streams and sends the resulting print files to network printers via TCP/IP. Best of all, the entire implementation was performed without the financial, human resource and/or business interruption costs commonly associated with redeveloping existing document applications.

"Enabling new printers on our network and not having to touch our legacy applications was the key," explains Watts. "Our previous system couldn't handle our requirements. The Print/Director system does what we need today and also allows for future flexibility when our requirements change."

The Results

The Sunoco management team has credited the automation functionality of Print/Director as reducing manual steps and decreasing labor costs by thousands of dollars per year. "Our output process is now simplified and yet we have more functionality," states Watts. "We're saving time and money compared to the way we used to operate."

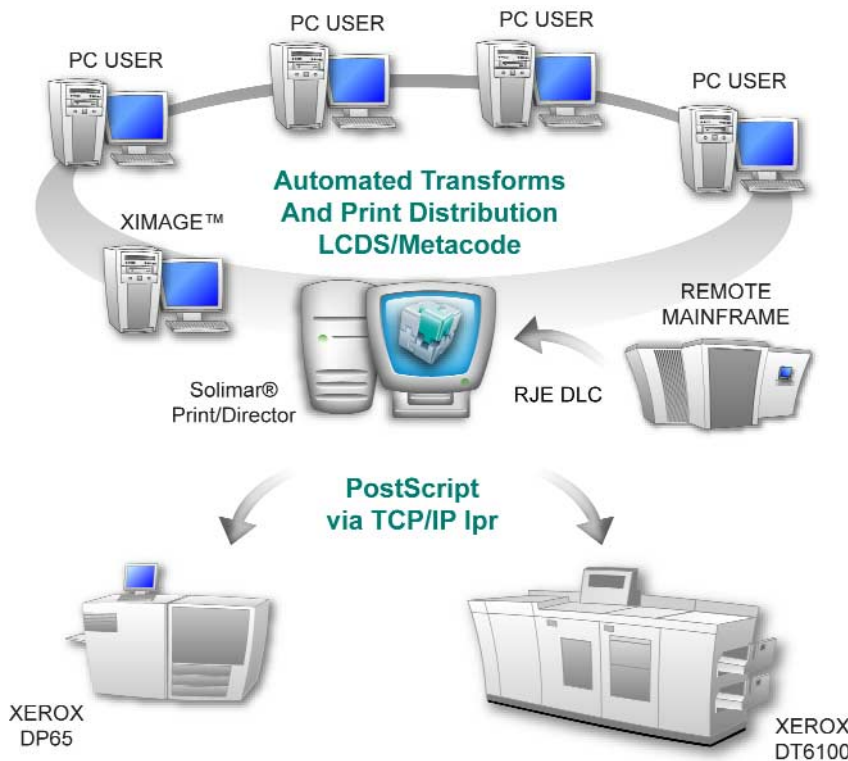
The highly modular and flexible design of the Print/Director system also provides Sunoco the option of changing or upgrading its IT environment without impacting operations. When Sunoco's requirements change in the future, Print/Director will be capable of adapting to their needs. "The previously installed product had us handcuffed, but the Print/Director system provides us with virtually unlimited options," says Watts.

The Print/Director system accomplished everything that Sunoco wanted to do, including:

- Enabling modern printers to be connected to the TCP/IP network
- Enabling LCDS legacy applications to be sent and printed via PostScript printers
- Allowing for easy reprints without reprocessing output from the host
- Streamlining and simplifying output processes with increased management control

"Enabling new printers on our network and not having to touch our legacy applications was key."

Larry Watts, Jr.
Systems Analyst



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

