

# Case Study

## Airsprung – Disseminating Information Quickly and Cheaply

### The Customer



In 1871 Hedley Chapman founded a mattress factory in Trowbridge, Wiltshire, or to be more precise, he began to manufacture straw palliases. Now 130 years later, Airsprung employs 1,700 people and supplies beds throughout the world.



<http://www.airsprungbeds.co.uk/>

### The Problem

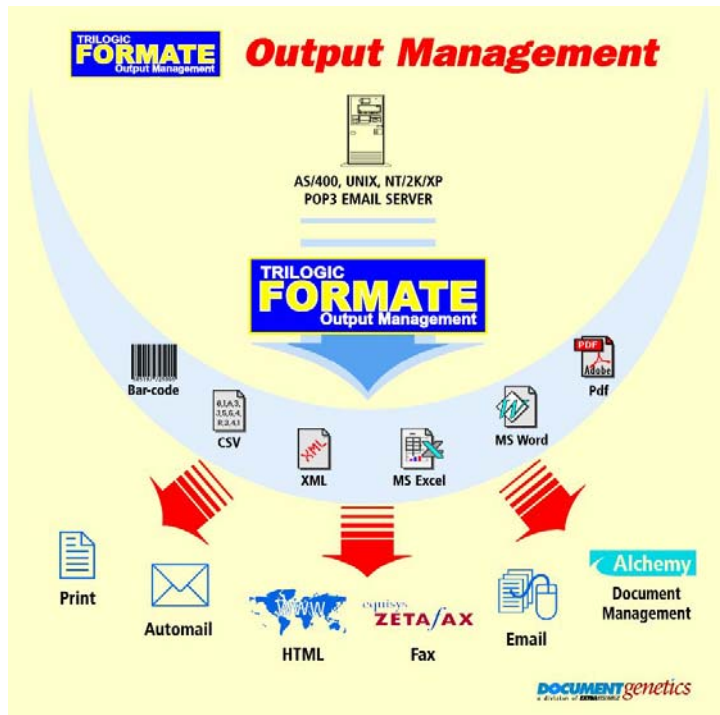
Airsprung runs an HP UNIX based business system, which generates over 40 reports on a daily basis. These range from Balance Reports, Intake Reports, Stock Reports, through to Urgent Orders and Statements. For example, the Urgent Order report is used for shipments required within 48 hours of the order being received. This is run at 9.00 am in the morning and copies are distributed to Production Control, Transport, IT and Sales, advising of the 48 hr delivery and provide the information needed to fulfil it. Traditionally the report was printed on paper and manually distributed to the relevant personnel and departments.

**Ivan Love, Head of IT:** "We knew there had to be a better way of working. We were spending up to 2 hours per day, simply requesting, printing and distributing paper based reports. On top of that, not all of the reports were required, all the time, and perhaps within a specific report, only a couple of pages were actually reviewed".

## The Solution

Airsprung, with the help of Document Genetics, decided to break the problem down into two key objectives:

- 1/ Automate the request and production of reports.
- 2/ Provide a mechanism to format the report into a PDF document and distribute via email where ever possible.



The first objective was easily achieved and Airsprung quickly modified the request and generation of reports so that this happened automatically at pre-determined times of the day.

The second objective was achieved using Formate Output Management software. The report is now printed to a Formate Virtual Printer, which collects the print job and identifies what type of report it is. This is done by looking at the header information and checking for a specific report name or reference code. Formate also checks a recipient code, and using this code it queries an email address database, and finally delivers the report to appropriate email, normally in Adobe PDF format. For reports still required on paper, Formate reformats the output to fit on to standard A4 stationery, then prints to laser printer on the network.

**Ivan Love:** “ We had often talked about automating the distribution of reports within Airsprung but still had the problem of printing and distributing the final document. Now, using Formate, we automatically release the report and Formate does all the hardwork. The vast majority of reports now get circulated via email in PDF format and we’ve eliminated probably 95% of the paper based reports”.

## The Benefits

The costs savings have been impressive from day one. Airsprung have saved 2 hours labour per day through the new report process. Overall savings for the first year are over £20,000 once labour, paper and business efficiencies are calculated.

In addition, users have found reports delivered in PDF format are more readable and can be text searched when looking for specific pieces of information (e.g. a specific part code or cost centre).

**Ivan Love**, “The great thing is there are more savings to come. We’ve paid for the system twice over in the first year and we’ve still got other areas to target. Once the existing supplies of pre-printed invoices are used up, we will move towards e-billing using Formate. This will save paper and postage costs and also speed up the delivery of invoices, which is vital for cash flow”.

## Document Genetics

Document Genetics is a UK based company (offices in Kingston upon Hull and Northampton) providing a comprehensive range of document management solutions. We enable our customers to realize and address the need for a document strategy and help them identify and implement the correct solution.

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