IRONSIDES
TECHNOLOGY

Capita Intelligent Communications is a leading provider of information management solutions within the UK. They work with prestigious clients from both the public and private sectors. Their innovative solutions help businesses create connected experiences that drive success right across organisations, customers and suppliers.

Capita

"Ironsides allows us to bring together our continuous feed inkjet print, enclosing and sortation data into a single common platform, to help simplify and strengthen the operation, creating a better outcome for our clients."

Challenge

In 2014 Capita, whilst running four print sites in the UK and still outsourcing a significant amount of print to the marketplace, saw increasing demand for enhanced visibility and real-time control of their printed output, along with adhering to the intensification of regulatory and market demands. Capita's challenge was to manage growth from the closure of other Capita print operations and work being transferred to Mansfield with thousands of data files a day. They needed visibility of work at each stage of production and ability to automate their billing MI. They wanted a solution that could provide data to integrate into their clients systems and most important, ability to concatenate files into a single production stream. Utilising Ironsides Technology as their strategic partner enabled them to use the best of breed equipment from the marketplace, delivering real-time visibility and reporting of jobs to their clients.

Solution

This flexible, partnership oriented approach, enabled Capita to have a tailored product to meet the requirements of the job at hand. The solution they achieved with Ironsides Automated Tracking Production (APT) enabled Capita to maintain an open architecture and access the information that they collected in real time, into a centralised database for providing instant access to complementary 3rd party systems associated to their Automated Document Strategy (ADF). Furthermore, the open architecture model of Ironsides Technology enabled Capita to utilise and create synergy between multiple vendors manufacturing equipment to create a uniform and consolidated tracking system in support of the White Paper Factory they were creating.

Results

The Ironsides Technology Automated Production Tracker provides document tracking throughout the entire production process. Delivering real time feedback directly from machines and processes on the production floor; giving end customers the transparency, auditability and traceability required. This real time data aggregation has complemented a Capita self developed MIS system, which enables document composition and production status to be shared and viewed directly by their end customers via a dashboard. By implementing Ironsides APT at Capita, the operational efficiencies it created has saved significant time for managing clients. The solution has enabled them to increase volume and performance for the business in a cost-effective way while delivering an ongoing return on investment.

> "Our partnership with Ironsides has always been a very positive experience. Key to support is direct communication between teams, which has strengthened over time. Ironsides technical support team always listen to understand the issue or requirements which always results in a positive outcome."– Ash Kieme, Development Manager

Clients

Tina Martin, General Manager states that, "The real time element is so competent, it gives capability to the whole business. Our client services team have immediate access to job and piece level information and can feed back quick and accurate data to our client. It is important to have quick access in the transactional world and the versatility to control and log data with 100% accuracy. Clients can get the dialogue directly from our client services team in a quick and accurate way, which is a big win for Capita.

We feel like we have a relationship with Ironsides rather than just being another customer to them, they are always prepared to listen to our requirements and tailor it to what we need."

Return on investment

The Solution enables Capita to produce high volume transactional packs, with full integrity, in a stream lined and efficient manner. Production information is available in realtime to their clients and the internal teams, which enables them to use their time effectively in building strong relationships and building on change.

Tina Martin explained "Ironsides has supported our creation of a white paper solution and provides our over-arching integrity giving visibility and the audit trail of every page we print and mail."

Covid- 19

'The global pandemic known as Covid-19 has changed many lives and businesses over the last 12 months but it hasn't stopped Capita from keeping up with our workload. Without all workers being physically in the factory, production ran as usual and was still at the highest capacity. Capita also had the ability to execute a major national service mailing during this period, getting significant high volume mailings out from our trusted site. Ironsides SLA tools managed to cope with the spikes of production helping us to prioritise. Ironsides remote reporting helped us to maximise productivity of the small team on site and their remote support network. We provided the necessary controls to ensure our ability to work remotely, such that our clients haven't seen any changes during the pandemic or the lockdown period.' – Ash Kieme, Development Manager