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## APPLICATION STUDY

## Automotive Company Drives Home Benefits of M.I.S. Print

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Precision workmanship and painstaking attention to detail have made DaimlerChrysler Services one of the world's leading financial services providers. Behind the scenes of this high-octane business is technology by Rochester Software Associates working hard to keep DaimlerChrysler Services' customer correspondence, invoices, payment coupons and on-demand forms moving in the fast lane.

"We had a very old LPS printer," recalls Rob Kohal, manager, operations systems support for DaimlerChrysler Services. "Our service agreement was going to expire so we began making plans to upgrade to a faster printer that would work from PostScript."

But, how to transition to PostScript from the organization's mainframe-based legacy files? DaimlerChrysler looked at RSA's M.I.S. Print software. "We did our own research and decided it was the best solution for us," says Kohal.

M.I.S. Print runs as an integrated solution on the printer controller. The software automatically converts line printer and LCDS data streams including DJDE Metacode and XES to PostScript or PDF. This allows users to print legacy mainframe applications to any PostScript printer. In addition, M.I.S. Print enables users to reprint jobs without reprocessing delays at the host, and import, edit, or view existing resources.

When time came to begin transitioning from the aging LPS printer to the new RSA solution, it was all hands on deck. "This operations center is located in Mississauga, Ontario, but our mainframe is in Portland, Oregon and we have other operations centers in the U.S.," explains

Paul McCrystal, department information administrator for DaimlerChrysler Services. "This meant we had a number of teams preparing and testing for the changeover. Many of our documents are very customized so we really relied on the RSA technical team because there was a great deal to handle."

While McCrystal admits that the installation proved a little tricky at first, the technical expertise of the RSA team kept everything moving forward smoothly.

"It was a pretty heavy undertaking," he says. "The old machine not only maintained forms that we used here but it was also in sync with other DaimlerChrysler Services locations, which meant a lot of weeding to pinpoint which forms we needed."

In addition to upgrading to M.I.S. Print, DaimlerChrysler Services chose to transition from Bus & Tag Channel connectivity to VPS TCP/IP. VPS offers the flexibility of network printing while maintaining the fidelity of the LCDS data stream.

M.I.S. Print receives the data directly from the host and converts the legacy applications to PostScript for production. This allows the customer to take advantage of their WAN network and eliminate the legacy Bus & Tag connectivity.

"The new solution is more reliable and has increased productivity significantly," states the senior systems analyst. "Before, operators were required to physically ensure the proper paper was loaded in the trays prior to releasing each job. Now, M.I.S. Print automates the entire paper stock selection process."

M.I.S. Print gathers the required paper stock information for that particular job and sends it to the printer. If the required paper is already in the printer, the job will begin running with no operator intervention. If the required paper is not loaded, the printer will prompt the operator to load the proper paper stock.

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"RSA gets top marks for their assistance in the installation," states Kohal. "They were very patient, very thoughtful. Everyone was completely committed to getting the job done for us.

According to both Kohal and McCrystal, the results have been worth the extra team effort. "We've found M.I.S. Print's reprint feature useful. But what's best about this system is that it significantly reduces the amount of time employees spend at the printer. This just hums along with minimal operator intervention. In addition, it's more compact which is also nice. The printer takes up less space because M.I.S. Print is integrated into the printer— no need for lots of extra boxes."

Future plans call for focusing on extending networking capabilities among other "power users" in the corporation whose departments could benefit from having access to this high-speed, PostScript compatible system.

"We needed a print system that would work hard, generate images fast and require less employee intervention. In addition, we needed to be PostScript compatible but we didn't want to abandon our legacy documents in the process," says Kohal. "We' have done everything we set out to do, and we found a first-rate technical team in RSA to help us achieve our goal."

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Rob Kohal,  
Manager,  
Operations Systems  
Support