

Trans Canada Retail Credit Services Eliminates 30,000,000 Printed Pages of Reports with a PIREL Solution

Trans Canada Retail Credit Services is a financial services company that specializes in consumer lending and private label retail credit. It has 135 offices in 10 provinces across Canada, and is a division of Wells Fargo Financial.

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The Challenge

Prior to implementing the PIREL solution, Trans Canada Retail Credit Services was producing and dispatching 30,000,000 pages of reports per year to its branches across Canada. Reports were produced at head office, printed overnight on high-speed printers, and dispatched in the morning by courier and mail services to its offices across the country. With thousands of documents produced each business day, document distribution and management was a cumbersome procedure that required significant manpower and resources.

Trans Canada Retail Credit Services wanted to overhaul its report distribution procedures, and PIREL proposed an electronic document archiving solution. The system would allow employees at branches across the country to view reports over a network, and completely eliminate the need for high-volume printing and courier services. However, since this system would necessitate that data be sent electronically, file size was an issue. Trans Canada Retail Credit Services stipulated that no document could be larger than 2 KB per page. They also insisted that the solution have a web-based interface for viewing reports, since company policy required that additional applications could not be installed at workstations. Full security features were essential as well.

The PIREL Solution

PIREL implemented a system to streamline document management. The PIREL EFS Server™ was installed to intercept data for daily, weekly, monthly, and annual reports from existing legacy hardware. The server indexes the data, generates a PDF file, and archives the document. Reports are no longer distributed across the country, but are simply archived, and when needed are called up over the network, and viewed on-line.

Trans Canada Retail Credit Services was using an IBM mainframe and a BARR system - an application that formats data from a mainframe. PIREL was able to seamlessly integrate the PIREL EFS Server™ within this already existing framework.

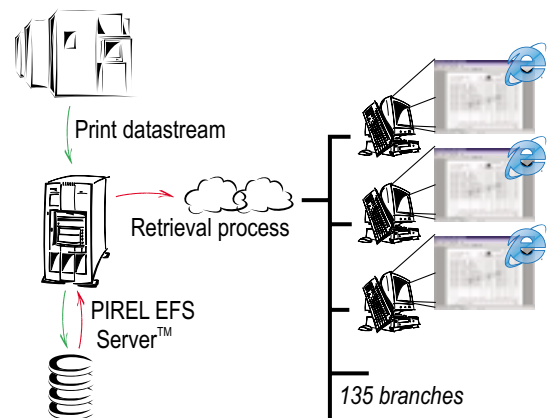
Now, archived reports can be searched for, viewed, and printed if required, by authorized Trans Canada Retail Credit Services employees from any workstation at any branch in Canada. Trans Canada's network is open for data transfer, since the average size per page of a file is only 1.2 KB. Documents are conveniently viewed as PDF files via the PIREL Web Control Panel™, a graphical interface that is used over a corporate network or the Internet.

The Result

The PIREL solution has created substantial savings for Trans Canada Retail Credit Services by eliminating the need to print and mail 30,000,000 pages of reports each year. Today, reports can be retrieved immediately from any office across the country, improving communication between branches and ultimately customer service. Currently over hundreds of thousands of pages are being archived and indexed at Trans Canada Retail Credit Services. The security level met with the required standards, and the solution is currently under examination for scalability to accommodate the entire Wells Fargo reporting structure.

Summary of Benefits for Trans Canada Retail Credit Services

- Eliminated need for printing and courier services.
- Substantial savings in paper costs.
- Improved communication between Trans Canada Retail Credit Services branches, since employees have instant access to information via the PIREL Web Control Panel™.
- Support for direct output to printers, fax machines, and email.
- Increased efficiency of archiving and distribution of reports with only a small increase in network bandwidth since document file sizes are small (only 1.2 KB per page).
- Access to documents for an unlimited number of users at no additional cost.
- Improved efficiency of document management procedures is a selling feature for companies that provide private labeling services.
- Seamless integration with existing technology.
- Scalable solution.



About PIREL

Founded in 1994, PIREL is a software company dedicated to improving the way that business manages documents by providing robust, secure, high-calibre integrated document and content management solutions at competitive prices. PIREL recognizes the need for rapidly deployed web-based solutions that conform to open standards and maintain document integrity in a scalable and customizable framework. PIREL is committed to helping customers achieve their objectives by providing innovative software solutions and by building long-term, honest, and respectful relationships.