

Case Study:

Migrating from Cut-Sheet to High-Speed Continuous Without the Risks



A Fortune-100 Health Insurance Company Printing Checks and EOBs Makes The Switch while Automating Document Quality Assurance and Job Auditing

Executive Summary:

In a move to keep pace with their increasing production volumes of Explanation of Benefits (EOB) Statements and Benefit Checks, a Fortune-100 health insurance company migrated its operations from cut sheet to new high-speed continuous print lines. The benefits of the upgrade also brought new challenges, as the new continuous form printers quickly increased throughput, but greatly inhibited the organization's ability to perform legacy processes for quality assurance and job reconciliation. Looking to automate its document quality control function, the company teamed with Videk to fully automate the print & data integrity inspection of checks and EOB documents, as well as deliver robust production reporting.



The move to Continuous Printing – a game changer for document quality control and production accountability.

Primarily to improve production efficiency due to increased volumes, the customer decided to transition their EOB and Check print jobs from a fleet of cut sheet printers to new continuous web, twin-engine print lines. To add to the challenge, each print job has multiple variations of page layout types (check, cover letter, EOB page 1, EOB secondary pages, etc.).

According to the Print Operations Manager, "The much higher production rates on the new print lines combined with the complexity of the print jobs made it vital for us to detect any print job composition, quality or accounting errors as quickly as possible. An incident going undetected through production leaves us with a truckload of work for the shredder."

The Solution:

Looking to automate the process of document inspection and job accountability, the customer turned to Videk. The solution was a DocuVision 8400 Monochrome Print Verification System - a full-page print quality and data integrity inspection system built for interoperability with today's high-speed continuous laser printers. Providing 100% inspection of every document at full web speeds, the 8400 is optimized for high volume, complex print jobs where the quality and accuracy of sensitive data are critical to success. Integrated into the print line, the stand-alone system performs

In the legacy cut-sheet environment, job accountability was performed by manually noting the number of sheets of paper fed into the printer and submitting a summary sheet listing checks and EOB's that were assumed to be printed, based on that page count. Print quality control was managed with spot-check controls, entailing the off-line examination of MICR density and location on the first and last checks printed. This sample-based quality control process left a significant window for undetected errors to pass through production operations – exposing the company to unnecessary risks to privacy, financials, and customer service.

page-level inspections of all required variable data and detects print quality problems. The result is end-to-end print job inspection, removing the variability and risk of manual spot checks.

Real-time quality assurance

Print quality is checked on both sides of each document by detecting toner streaks and voids, measuring print registration, and verifying character print quality and bar code readability-ensuring downstream efficiency on the insertion equipment.

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Empowering closed-loop data accountability

Data read by the system - including check number, check dollar amount, MICR line and print job sheet sequence number - is logged to a data file for post-print accounting. For EOB's and other client correspondence documents, the client account number and print job sheet sequence number are read.

The data captured by the Videk system follows a closed loop feedback scheme that is managed by the user's in house Check

Reconciliation System (CRS). The CRS acts as a central clearing point for all check printing data, both pre and post print. Any missing, duplicate or otherwise incorrect check printing events are duly noted and managed by this system.

All of the inspection data is available after each sheet is inspected, but the greatest value lies in the Job Segment Report data summary that is generated at the end of the print job by the Videk system. The report aggregates results for the entire print job.

The Results:

By implementing the Videk 8400 Systems in-line, the new print lines achieve complete quality control and accurate recording of accounting data for every document coming off the printers. From an accounting standpoint, there is now an on-line auditing system running on the print room floor.

"I think it's safe to say that all of us around here, both in the print room

and accounting, are sleeping better these days", says the Supervising Accountant. "With the Videk 8400 systems feeding data into our in-house reconciliation procedures, we have a whole new level of confidence in our disbursement and EOB generation operations. Over the next two years we anticipate rolling out Videk document inspection and data collection systems on all of our print lines."

Job Segment Report

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[About](#) Report Created on: Dec 14, 2007 at 18:35

Job Segment: R02
Vision System Application: 201_Dental
Job Status: Complete

Job Run On:	Dec 14, 2007	Job Name:	NOT NAMED
Operator:	Engineer	PVS #:	PVS 1
Total Pages:	1620	Total Records:	405
Total Run Time:	0.15 Hours	Pages per Hour:	10921

Page Type Summary

Measurement	Count
TypeCheckPage	585
TypeEoBPage	97
Totals	682

Totals Amount Summary

Measurement	Sum Total
InspectCheckAmount	\$ 147,848.28

There were no misread check amounts.

Sequence Number Summary

Start Sequence Number: 00094684
 End Sequence Number: 00095364

There were no missing sequence numbers.
There were no possible misread sequence numbers.
There were no duplicate sequence numbers.

Summary of Measurement Failures

Measurement	Failures	Total Inspected	Percent Failed
InspectMICR -->(Right Front : Camera View 3d)	1	299	0.3
InspectBarcode -->(Left Front : Camera View 4a)	1	341	0.3
InspectMICR -->(Left Front : Camera View 4e)	1	286	0.3
InspectMICR -->(Left Front : Camera View 4d)	5	286	1.7
InspectVertRegistration -->(Left Front : Camera View 4e)	3	286	1.0

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Videk Job Reporting Utility:

- Print job summary information
- Total page count by page type
- Total dollar amount of all checks printed
- Summary of page sequence numbers
 - Missing
 - Duplicate
 - Misread
- Summary of MICR and bar code legibility and registration measurements
- Custom reporting available