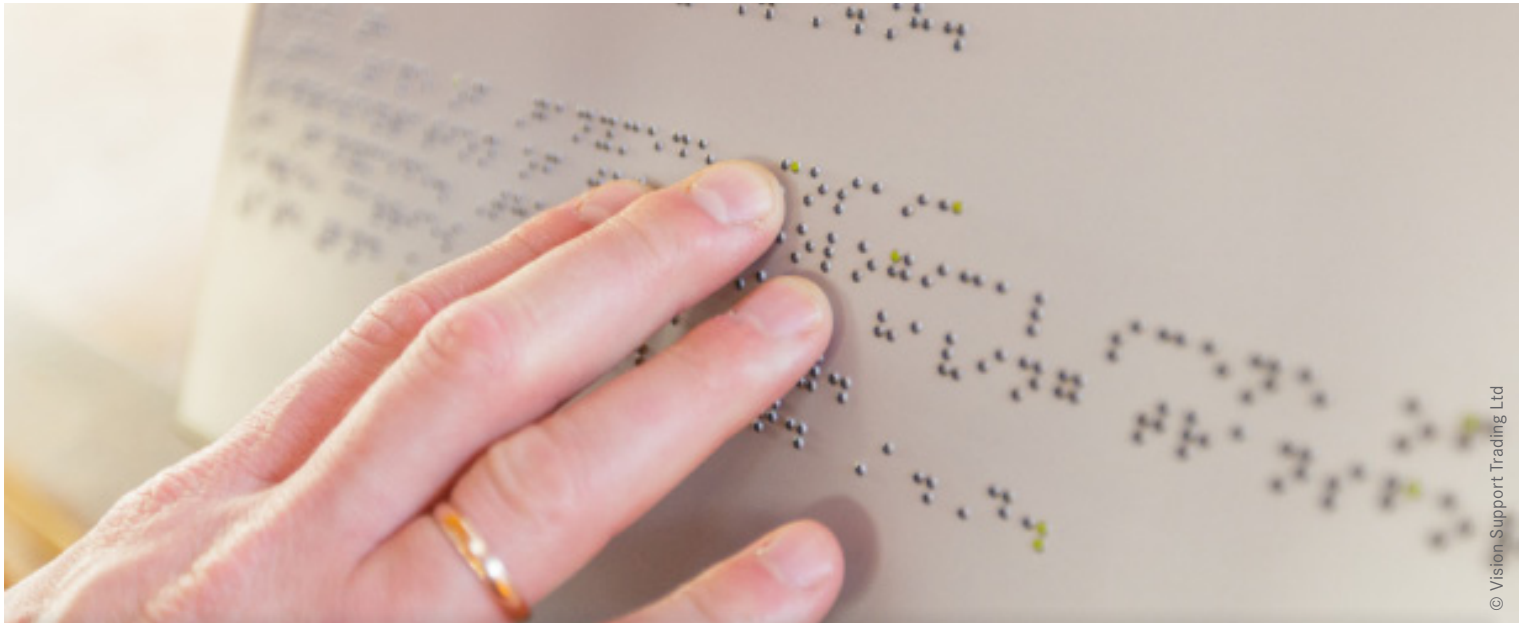




Specialist Solution for Specialist Supplier

Customer Story | Compart



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Compart's solutions DocBridge® Mill Plus and DocBridge® View helps support VST specialist output for the visually impaired.

For many sight impaired people, being able to access information easily is a key element to social inclusion and vital to ensuring they can manage their life independently and with confidence. Vision Support Trading was established in 2001 to provide a fast, cost-effective and accurate transcription service that would enable companies to support its blind and sight impaired customers with alternative format materials of the highest quality affairs.

Key to VST services is their state of the art production and the ability to receive data in an extensive variety of formats. One of these formats is AFP (Advanced Function Presentation).

Kim Dearlove Technical Manager said. "We had an issue with understanding and converting some of the AFP (Advance Function Presentation) printstreams that our customers give to us. We contacted one of our clients who was familiar with this file type, and they recommended Compart software. We then contacted Compart to test their DocBridge® Viewer so that we could understand the AFP in more detail."

However, also at this time VST was using a simple AFP to PDF converter that did not give it any control over the conversion process and limited the company to non-server production. VST had encountered a couple of issues in relation to resources and fonts and it became apparent that there was a need for more advanced software that enabled the provider to convert and modify AFP files.

Previously, VST had spent some time researching the market for a new converter. However, the company was unable to find one that met its needs. Compart suggested that not only should VST trial the viewer but also the DocBridge® Mill Plus Output Manager, that can convert many types of printstreams.

Tried and Tested

"Although we had no training we managed to install, setup and operate the DocBridge® Viewer and DocBridge® Mill Plus software easily. We trialed both and it was soon clear that this software provided everything to meet our needs and more", added Kim Dearlove.

She and her colleagues found that the conversion process was much quicker, with thousands of files being converted in seconds (compared to several minutes through the previous converter). Kim Dearlove and her colleagues were able to automate the process and run the software silently on a server, instead of manually on the client machines. "DocBridge® Mill Plus gave us

Executive Summary

For companies faced with complex compliance and communication output challenges, Compart provides innovative solutions that help to produce, modify, compare, archive and distribute documents to your clients via any channel. Its customers are leading Print Services Providers and Enterprises where relevant, accurate mission critical customer communications are vital for their businesses.

Document Conversion for Visually Impaired

greater control over the process and presentation of files, and made it easier to identify and resolve issues through its intuitive user interface. In addition to that, all of the issues we were experiencing with the previous software were automatically resolved.”

Results, Return on Investment and Future Plans

Upon implementation, VST benefitted from huge time savings through reductions in processing time, maintenance and trouble-shooting. This has resulted in it being able to spend more time focusing on other projects, generating more money for the charity to help improve the quality of life for people with visual impairments.

The user company VST operates as a social enterprise alongside the parent charity Vision

Support. Through this relationship and as original members of the UKAAF (United Kingdom Association of Alternative Formats), the company is able to better understand the needs of sight impaired people, including the fact that the quality of materials matters, and is proud to provide the best possible alternative format solutions. All profits from the enterprise’s commercial activities are gift-aided to the charity so that blind and visually impaired people can be supported as effectively as possible in the community.

www.vstrading.co.uk

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Kim Dearlove, Technical Manager, VST



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