Total Tracking and Control for Managing Daily Operations
Balancing workflow. Maximizing output. Meeting service commitments and deadlines. For many high-volume mailers, it’s a daily challenge with parameters that shift by the hour.

Without robust feedback on exactly what’s unfolding within your document production operations, you’re constantly up against a moving target. And with many process interdependencies – and even more critical deadlines – you can’t afford to fall one step behind.

That’s why Pitney Bowes developed the Production Workflow Module for its DFWorks® suite of intelligent document factory solutions. Production Workflow gives you a real-time, bird’s-eye view of your workload and resources to help keep jobs on track – and you out ahead. Use Production Workflow to:

- Organize work into more manageable process steps
- Create unique, reusable workflows for different types of jobs
- Manage service-level agreements (SLAs) pro-actively and avert missed deadlines
- Identify available processing resources
- Reconcile and document jobs consistently
- Export information for billing purposes
- Enhance future performance with detailed, past-performance audits

Get the big picture in vivid detail – online, in real time

Production Workflow isn’t merely a replacement for assorted production reports and manual logs – it’s a digitally integrated alter ego. This system automatically captures and consolidates information from multiple processing points, even different production sites, and makes it viewable via your Internet browser.

Flexible data collection devices gather processing information from a wide array of systems to help meet the challenges of today’s diverse production environments. As mailing jobs are routed from arrival to file conditioning, printing, inserting, sortation – even hand-finishing – you can monitor them through their required process steps and drill down for more detail.

The workflow of your job tasks is represented graphically and then automatically populated with color-coded, dynamic data during production. With real-time intelligence streaming in from across operations, you can instantly and easily:

- Review and share information on jobs in queue, in progress or completed
- Spot potential “pressure points” and make necessary adjustments to stay on schedule
- Balance workflows and allocate resources for greater efficiency

View Enterprise-Wide Progress and Job-by-Job SLA Performance

Compare progress vs. goals

Monitor nearly any process step to spot pressure points

Sort jobs to view status and SLA performance

Forecast job arrival and understand production loading
Gain a true measure of performance

Chart a course to improved operational performance with a detailed map of where you have been. DFWorks® Production Workflow streamlines analysis with a broad range of reports on key metrics, including:

- Actual vs. forecasted time to completion
- Running SLA achievements
- Unit volume by process step

Instead of just knowing what happened, Production Workflow can help you uncover why it happened, so you can take corrective action. Use detailed production information to improve future SLA performance, responsiveness and results.

Create a trail that’s easy to follow

DFWorks® Production Workflow automatically documents the timelines of your jobs from start to finish. Time-stamped activity reports show the results for all processes, and designated equipment and operators. Rely on your performance audits to help:

- Provide proof of processing to verify compliance with SLAs
- Easily document job-level reconciliation
- Meet the challenges of today's more demanding regulatory requirements

Stay organized with user-definable profiles

Juggling numerous jobs with volumes of data, for multiple clients, can be daunting to say the least.

Use Production Workflow to compartmentalize your work, job types and mail runs. Reusable profile templates make it easy to enter jobs into the DFWorks® system. A user-definable tree structure simplifies user navigation.

As you organize jobs by client, the system groups all mailing jobs together for fast access.

Web-enabled reporting for key stakeholders

Your operators may need to know the status of their individual jobs. You may have concerns about jobs, shifts or client satisfaction. Your clients want to know if service-level agreements are met. With Production Workflow you can create different reports for different needs – without impacting production.

The following standard reports can be viewed online and scheduled for regular distribution via email or pager:

- Job arrival status
- Job tracking
- Process step finished vs. goal
- Job SLA status
- Process step tracking
- Process step SLA status
- Process step volume

This information can be saved as PDF, MHT, RTF or CSV, making it compatible with most spreadsheet or database applications.

Get Details on Workflow, Including Results for All Processes and Mail Pieces

DFWorks® Electronic Job Ticket

Leverage file-based processing to "zero-in" on individual mail pieces during production

Record important document production information
DFWorks® Solutions

Production Workflow can run independently or be combined with additional modules offered in the DFWorks® suite of intelligent document factory solutions. These DFWorks® modules help businesses:

- Provide visibility to mail pieces, including contents, to clients and line-of-business stakeholders
- Track jobs and workflow to achieve key deliverables, including service-level agreements
- Measure and manage productivity and quality to Six Sigma® practices
- View real-time mail piece status during production, compare historical information and generate reports
- Create reports and graphs on mail finishing equipment and labor
- Manage postage accounting, funds used in metering, and postal documentation associated with mailings

Negotiate the twist and turns of document production with precision control.

To boost performance with the intelligence from your workflow, contact us today at 877.536.2736, or visit www.pbdmt.com.

Pitney Bowes is an expert in Engineering the flow of communication™ with end-to-end integrated mail solutions. Our leading-edge hardware, software and services can help you grow revenue, cut costs and strengthen customer loyalty, to drive your long-term profitability.