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Your success is our priority.

Excellence Endures at SCICOM with BÖWE BELL + HOWELL Solutions

SCICOM, headquartered in Minneapolis, MN strives to live up to its motto: Excellence Endures. As a provider of data and document processing solutions for over 45 years, SCICOM's relationships with companies in the financial, health care, manufacturing and distribution industries has endured—with many clients dedicated to their services for 15 or more years.

When their clients looked to them for answers on how to enhance their bills and statements and save on postage costs, SCICOM saw an opportunity to upgrade their operations to provide new capabilities, additional flexibility and enable cost savings for themselves and for their clients.

Upgrade operations

Upgrading business operations is never an easy task, and often the return on investment cannot be easily quantified. SCICOM approached their project with the following objectives: adding more system flexibility for changing application and envelope sizes, enabling easier operation for their employees, consolidating to a single vendor to handle all of their service, and improving integrity and reading flexibility.

Increase flexibility

To increase the flexibility of their operations, SCICOM made the decision to replace their aging equipment and work with one vendor who could provide both updated equipment and exceptional service. While their current systems performed well, SCICOM was looking to improve

their throughput as well as providing opportunity to run different applications in the future. SCICOM has partnered with BÖWE BELL + HOWELL for many years and turned to BBH for an economical and flexible solution to meet these needs.



The SCICOM headquarters in Minneapolis, Minnesota

After evaluating many options, SCICOM purchased eight certified rebuilt BBH® inserters that would offer them the same flexibility and performance that they had become accustomed to, and fit within their project budget. The new systems included modular feeders and folders that will enable quick changeover from 6" x 9" envelope to a #10 envelope and back. Also included is the ability to process flat mail. The

systems allowed SCICOM to standardize on a single inserter type across their operations, which allowed employees to easily switch from one machine to another without having to learn the differences between machine type and control systems.

"We looked at systems from three different vendors, and decided to purchase additional BBH systems because of their flexibility, reliability and ease of use," said Dale Carlson, President and COO, SCICOM. "In these three areas, BBH has done a superior job."

Vendor management

Another key issue was vendor management. SCICOM wanted to work with a single vendor who could provide

service on all of their systems. "We have had an excellent relationship with BBH service for years. The BBH service technicians know our business as well as we do," said Carlson.

Increase integrity and reading flexibility

The other project goal was to increase integrity and reading flexibility. SCICOM customers had traditionally used OMR marks on their documents, but have been looking to change to a different symbology that held more information and was more visually pleasing. SCICOM has used mailpiece integrity technology in the past, but needed a more robust solution that could easily read any symbology located on any part of a document without moving any hardware. The BBH JETVision® system they selected uses line scan technology to capture an entire document, and users create job templates that define which information to read and verify. This enables ultimate flexibility for new jobs, and quick changeover between jobs because all an operator has to do is select the right job template and then start running mail.

"JETVision is a very powerful solution. Our operators really like how easy it is to use, and our management team really likes the flexibility it provides our customers and the integrity reports it provides us," said Carlson.

SCICOM's operational changes benefit their clients' needs now and positioned them to anticipate what will be needed in the future. That's the kind of thinking that underpins excellence that endures.

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— Dale Carlson

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