



Prime Doc Newsletter

Prime Document Limited

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Prime Document's ecco system hits the ground running

Prime Document's new ecco system has been an instant success. Ecco is designed as a full electronic document storage, retrieval and distribution system which works in the following way. Data is submitted to Prime Document over secure FTP links. This data is processed and print streams are generated for the production of hard copy documents in the normal way. This data however is also processed through bespoke routines that generate multi indexed PDF files which are then ingested into a secure remote server. Once resident on this server they are available for viewing on a secure user name/password basis over 128k encrypted links. Users will simply log onto the system over the internet and access the documents by keying in index fields.



These can be specific document numbers like invoice numbers or a whole range of Boolean search facilities. If more than one document type is within this system results will contain all document types for the given search criteria. Additionally and on a selective basis documents can be ebilled to the recipients and their response monitored and reported on by the system

ecco: the benefits

- **Eliminate Postage costs with electronic distribution (ebilling).**
- **Fast access to stored documents.**
- **Flexible indexing**
- **Secure storage of documents**
- **Electronic copy acceptable as legal hard copy**
- **Simple yet secure internet access**
- **Unit based variable cost**

Prime Document achieve ISO9001 Diamond award for 3rd consecutive Year

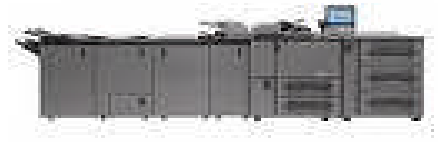
Prime Document are delighted to announce that for the third year running they have been awarded the prestigious Diamond Award for customer service. As part of the annual ISO9001 review Prime Document commission a third party organisation to carry out a customer satisfaction survey. Customers are interviewed over the telephone about all aspects of the company and the service that they provide. Once again they have fallen into the 95% plus bracket. Below are some examples of the comments received

- *"If you had a ten, they'd get it for everything, because I've never come across people like it."*
- *"They're very good."*
- *"They understand them better than me a lot of the time. I give them a problem, and they solve it. From a Personnel point of view, they're all excellent."*

ISO Customer Satisfaction Survey

- **97% score for Staff Performance**
- **100% score for product knowledge**
- **97% score for Service and Products**
- **100% of clients would recommend to others**

New printers boost capacity and capability



The Konica 1050

Prime Document have recently taken receipt of a fleet of brand new Konica 1050 laser printers. These workhorses have increased print capacity at Prime Document by 4.5 million A4 images p.c.m.

The management team at Prime Document are "delighted with both the reliability of these systems and the additional features, enabling us to give our customers flexibility and reliability of service"

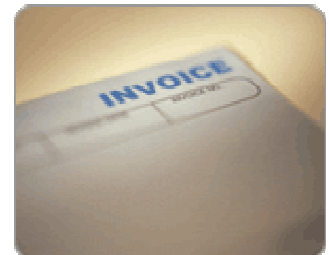


- **Production printing with 105 ppm output**
- **1,500,000-page monthly duty cycle**
- **Air-assist paper feed to minimize jams**
- **Registration accuracy of 0.5 mm or less**
- **Simitri®Polymerized Toner for fine detail**
- **9,000-sheet maximum paper capacity**
- **600 dpi for crisp clean image**
- **Multiple input trays for pack/document merging**

Breakthrough in intelligent PDF document processing

So what! you might think as PDF document printing is nothing new, however in the past these documents have been very much "what you see is what you get" now thanks to some intensive work at Prime Document this is not the case.

We have developed unique software routines that zone and map specific areas on the document. This enables us to capture key data fields and utilise them for a variety of purposes in order to provide our clients with substantial cost savings. For instance we can use these data fields to apply security OMR marks to the page enabling merging of documents with common destinations into one envelope, thereby saving Post costs. In addition these OMR marks ensure the integrity of the pack contents. We can also use this data to apply Royal Mail Mail-sort routines which again provide our clients with cost savings



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