

Camden Council



Overview

Camden collects Council Tax and Business Rates for 94,000 domestic and 16,000 business properties. This amounts to £63 million in Council Tax and £240 million in Business Rates to be collected each year.

The Position

The existing Business Rates and Council Tax systems produced customer information as basic unformatted data. This data was then merged with pre-designed electronic forms in the off-site IT unit. These were then fulfilled and delivered, in the form of bills, reminders, summons letters etc. to customers on a daily basis.

Camden needed to update the existing Revenues system to a more e-government compliant and flexible one. After careful consideration Academy (Capita) were chosen as the new system software supplier. At the same time the council departments wanted to move away from an expensive and inflexible centralised printing solution.

The Requirements

A new printing solution was needed which would work in partnership with the new Revenues and Benefits system. The solution had to be able to accept the data from the new system and automatically produce high quality documents in black & white, mixed and full colour. It also needed to be able to automatically distribute print to any networked printer, on demand, as soon as a transaction was completed. There was a further requirement for distributed print to a third-party bureau, in order to cater for large monthly reminder or summons runs and the annual billing runs.

Any solution would also have to be easy to use and give the local users the capabilities to be able to create or change document formats and

forms quickly and easily, with minimum impact to the new revenues application.

Finally, it had to meet with the exigencies of electronic billing legislation.

The solution chosen was ProPrint (Paris) from xl print.

The Benefits

After investing in the software solution and new local printing hardware, the benefits were immediately apparent. Over 20 individual form templates were created using the ProPrint software. These made use of boxes, colours and different fonts to enhance both text and the messages Camden wanted to get across.

Staff are now able to print originals or copies of documents instantly and these can be dispatched with response letters instead of being posted separately. There is no need for different varieties of pre-printed headed paper or coloured paper as all documents are now printed on cheaper A4 plain paper. The use of A4 also allows overnight printing of a mixture of different documents from reports to bills or refund letters without the need for a print operator.

The multiple sheet feeders and page stackers on the new printers also helps to make overnight unaided printing a great success. The staff arrive at work to find the previous nights output completed and ready for ongoing fulfilment and distribution.

Changes to templates are also easy to maintain once the relevant skills have been cascaded down.

The future

A quote from Fern Silverio, Business Rates Manager at Camden Council.

“Legislation and cost are the current drivers regarding where we go from here. I am convinced that the combination of Academy Revenues systems together with ProPrint software will provide Camden with a solution that is both compatible with the modernising agenda requirements driving electronic service of documents in the public sector as well as being a cost efficient solution that does not put pressure on an ever reducing budget. I have every confidence that for the vast majority of business rate sections in the country, ProPrint (Paris) will be the right choice, helping with both cost, modernising agenda and most importantly with the aesthetics of the documents to produce the maximum cashflow required.”

Who are XLPrint?

XLPrint has been developing software for the electronic document industry since 1986. During that time, XLPrint's customer base has increased to the point where we now have thousands of installations in over 40 countries around the globe.

Every day, XLPrint's software is responsible for the production of millions of pages of electronic documents which are printed, emailed, faxed or stored in document archive systems.

Visit us at www.xlprint.com