

Service Bureau Improves Customer Experience with Faster Turnaround Times and High File Compression Rates

Business Challenge

A service bureau based in Pennsylvania was seeking a file compression solution that could process high volumes of documents quickly in order to enable scalability of its processing workflow. Previously, the bureau had been using personal-use level tools like Adobe Acrobat to compress documents, leading to longer processing times as employees compressed files one at a time. This unnecessarily lengthened the time spent on compression jobs for its clients, and the firm saw an opportunity to improve its workflow with a more robust file compression solution.

Solution

As the service bureau grew its business, the need for a sophisticated, business-level compression solution became critical. The company chose PdfCompressor because it offered capabilities that enabled fast high-volume processing. For example, PdfCompressor offers multi-threaded processing, which utilizes all available CPU cores to process multiple documents simultaneously in a batch job, resulting in huge speed benefits compared to the personal-use tools they had used previously. As an added bonus, the service bureau found PdfCompressor to deliver higher file compression rates on top of faster processing speeds.

Results

Currently, the firm processes 50,000 pages per month with PdfCompressor. They do a lot of paper scanning and email processing; once processed, these files and attachments become very large and difficult to download, transmit and manage. With PdfCompressor's multi-threading capabilities, the bureau is able to compress the files much more rapidly than with their previously used software, all while achieving compression rates of 15-20x on average. The service bureau's clients are typically surprised at how strong the file compression rates are, and impressed by the speed of the turnaround of processing jobs. Because of this, they have been able to offer greater value to clients and anticipates an ROI from the use of PdfCompressor as a result.

Benefits

Objective	Benefits Achieved
Replace personal-use compression technologies with a more robust solution designed for high-volume processing	PdfCompressor's multi-threading capabilities enabled much faster processing of high-volume file compression jobs, enabling scalability of their workflow.
Improve client relationships with more efficient processing services	Clients were impressed by the high compression rates and improved turnaround times that the bureau was able to achieve with the help of PdfCompressor.
Improve file compression rates to make it easier to upload, download, transmit, and otherwise handle client documents	PdfCompressor returns compression rates of up to 20:1 on average for this firm, creating more manageable files that conform to email attachment requirements and travel faster over a network.
Realize an ROI from the use of PdfCompressor	With improved client relationships and the ability to process high-volume jobs more efficiently, the firm expects to see an ROI in the near future from its investment in PdfCompressor.