

# ProPrint Support Service

Optimise your critical business documents

**Appropriately designed communications can help enable channel shift, reduce avoidable contact, promote direct debit take up, and much more.**

Many local authorities and housing associations utilise document composition software to improve the quality and design of the documents produced from their respective Revenues and Benefits or Housing software applications.

The market leader in this field is the XL Print product – **Paris ProPrint**. This software is used by many organisations to help them produce high-quality, data-driven documents – whether they need to produce a small number locally, or a high-volume stream via a third-party print company.

To use the ProPrint software effectively, a certain amount of knowledge and expertise is required in order to maintain documents or creating new ones as needs evolve. This is where we can help. Our ProPrint support service will ensure you use ProPrint to produce the most effective documents possible.

## The five stages of our ProPrint service:

### 1. Project assessment and scoping

The first step is a project assessment meeting where specific requirements of the project(s) are discussed in terms of types of documents and the improvements you require.

Each project is broken down into stages and given milestone indicators.

### 2. Project design and development

To provide a tailored solution, we create a design specification and plan the appropriate document changes. This involves looking at all aspects of your software and the interconnectivity with the ProPrint environments.

With remote connectivity to your database and ProPrint servers, the development is carried out in the ProPrint server environment.

Throughout the project, we hold regular project review meetings with you to monitor progress

### 3. Project testing and amendment

On completion of the main development phase, Civica undertakes rigorous testing of the documents and applies amendments if necessary.

At key stages during the testing phase, we will work with you to ensure the document changes meet the specification agreed.

Once testing is complete, we ask you to sign-off a user acceptance agreement, before final deployment in the live environment.

### 4. Live implementation

Document changes are transferred to the live environments for installation and configuration. We'll work with you to sign-off the implementation, confirming that the document changes are accepted and all changes are live.

### 5. Post implementation and consultancy

During a project review meeting, we'll agree a period of post go-live support and consultancy on the document changes supplied. This would typically depend on the frequency of your changes.

**For more details [email us](#) or contact Ben Gittins on 08453 725 401.**



Save money



Enable channel  
shift



Reduce avoidable  
contact