

Bowne International



Achieving Superior Quality Globally with the Vintara Application

"Vintara provides Bowne International - Canada with a fully customized solution, adaptable to our specific requirements, and easy to implement and maintain with limited costs. In addition, Vintara offers excellent technical support along with expert consulting which aides us in achieving our goals."

*Lorne Patterson
Senior Vice President, Operations*

business

Bowne International – Canada, a division of Bowne & Co. Inc. (NYSE: BNE) is a leading global business services provider of document and information management, printing and outsourcing solutions. As the world's largest financial printing company, Bowne provides document creation, printing and distribution services to customers around the globe.

benefits

With the implementation of the Vintara application Bowne International – Canada gains significant operational benefits across the entire division.

- **Improved Reporting Capabilities.** Bowne Now has the ability to extract accurate data for Monthly Balance Scorecards and other management reports as well as the ability to track how employees complete tasks/projects, based on criteria and timelines provided.
- **Improved Operational Efficiencies.** Automated e-mail notification, tracking of information and action items and the issuing of CARs to suppliers have all been improved reducing the time involved in completing each task while increasing significantly the efficient operation of the company's quality system organization-wide.
- **Data Supporting Effective Decision Making.** The use of the Vintara application at Bowne provides an overall perspective of the QMS in each of the business units, providing real-time data to support improved decision making in key operational areas including customer and employee satisfaction, CAR implementation and follow-up and supplier management and tracking.

challenge

A leading global business services provider, Bowne's trademark is its superior customer service, offering its customers quality document and information management, printing and outsourcing solutions. To achieve this goal, Bowne uses the latest technologies, best resources and professionals – the management of quality across the organization is no exception and the international division was in search of a company to provide a complete solution to their quality needs.

Bowne International was using an existing system that was limited in functionality, outdated, and was not user friendly with many staff overwhelmed by the large, seemingly complicated legacy software system. Additionally, there was limited support for this existing system with users experiencing frequent problems achieving the simplest of tasks such as printing reports.

The company was looking for a fully integrated application that is user-friendly, offers comprehensive support programs and would provide a platform from which to effectively manage the quality function across the organization. "Vintara provides Bowne International - Canada with a fully customized solution, adaptable to our specific requirements, and easy to implement and maintain with limited costs. In addition, Vintara offers excellent technical support along with expert consulting which aides us in achieving our goals." explains Lorne Patterson, Senior Vice President, Operations.

solution

Bowne International came to Vintara with the need to overcome a range of business and operational challenges that were impeding the management of quality throughout the International Division. Some of these challenges that Vintara enables Bowne to overcome include the ability to assign CARs to outside suppliers, providing data and metrics used to compile reports for monthly quality council meetings, (i.e. CARs and NCRs), as well as keeping track of staff training records for HR purposes. The Vintara application provides the company's users with real-time access to key information delivering flexibility for suppliers to access specific information more quickly while also giving Corporate Quality the ability to quickly monitor the status of CAR's and NCRs, view overdue items and reassign if necessary.

In addition to these key business challenges, Bowne International required a solution that would support operations from a reporting standpoint. The application provides users with easy access to past and future meeting minutes and agendas, invitees/attendees are quickly informed of any updates regarding these meetings, all of which is achieved using the Management Review Center. In addition, Corporate Quality is able to efficiently and effectively extract accurate data for Monthly Balance Scorecards and other management reports and is able to easily track how employees complete tasks/projects, based on criteria and timelines provided.

"The Vintara application provides us with better information enabling the company to make more informed and better decisions", explains Lorne Patterson, Senior Vice President, Operations. According to Patterson, "The system offers an overall perspective of our QMS in each of the business units ensuring issues worthy of a CAR implementation are carefully reviewed. Because an extensive root cause must be recorded before implementing a feasible solution, it allows for a well thought out analysis of the issue."

Using the Vintara application, Bowne International has been able to realize a range of operational improvements in the areas of efficiencies and time savings. Automated e-mail notification, tracking of information and action items and the issuing of CARs to suppliers have all been improved reducing the time involved in completing each task while increasing significantly the efficient operation of the company's quality system organization-wide. From an implementation and support perspective, Bowne was able to integrate the Vintara application into their key business operations faster and more efficiently through the extensive application training and ongoing online support provided by Vintara's consulting group.

"We have made extensive use of nearly all the centers within the application, and plan on exploring what the rest of the system has to offer on a regular basis. I see Bowne International realizing very real cost savings and operational improvements with the continued use of the Vintara application as the system for managing quality in our organization", states Lorne Patterson.



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