

## Large Government Department Uses WordPerfect and XML to Save Time and Money

### Overview

**Name:** Large Government Department

**Location:** USA

**Industry:** Government

**Product:** WordPerfect<sup>®</sup> Office

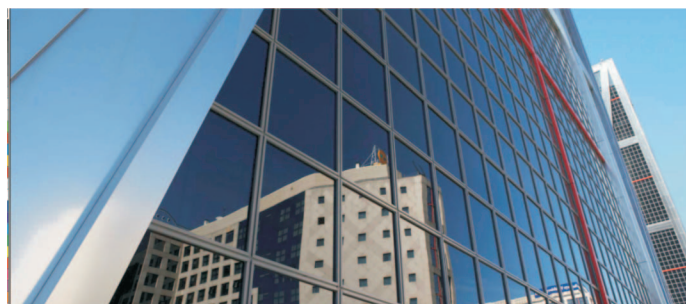
A large U.S. government department spends over \$200,000 a year printing reports and notices to support its constituents. In recent years, publishing costs have increased dramatically. In part because the Printing Office must rekey every letter of its 100-page documents in order to publish them in a variety of formats. The department needed a solution that would allow it to re-purpose content without generating retooling costs or disrupting the standard workflow.

"Our reports are lengthy documents with multiple contributors and reviewers. We needed a software solution that would support a collaborative workflow, reduce publishing costs and work with our existing infrastructure," said the department's CIO. "WordPerfect fit the bill because it offered compatibility with our other workflow solutions, required zero training for our team and supported XML publishing."

"By integrating the DMS into WordPerfect, we were able to store many versions of documents directly from the desktop word processing application. The process ensured our employees maintained public accountability by frequently saving new versions from WordPerfect to the public document management system."

### Cost savings: A much welcomed benefit

An additional benefit of creating a single content creation and workflow solution is lower printing costs. Documents saved from WordPerfect to the DMS are automatically converted to XML. By allowing employees to write to XML from the desktop, the department saved thousand of dollars in printing costs. Documents no longer need to be converted to a printable format by the Printing Office. The Printing Office now accepts and easily converts XML files to PostScript for printing, while XML documents are posted directly to the Internet and saved to the electronic archives.



"We estimate that 35% of printing costs are saved by delivering documents electronically in XML format to the Printing Office. That translated into \$70,000 saved in printing costs."

### Familiarity Breeds Efficiency

Since employees were already familiar with WordPerfect, retraining costs were also kept at a minimum. Components of the word processor were customized with DMS tools, featured in drop-down menus and toolbars. Employees could select one of three templates depending on content to simplify document creation.

Style tags, created with WordPerfect macros, let employees update content in standardized locations depending on the document type. Once the document is complete, employees use the Save As feature location in the File drop-down menu to store it in the DMS as an XML file. Manual conversion is also possible, if needed. Documents are fully indexable and searchable, and are assigned brief descriptions to better inform searches.

Since most staff members were WordPerfect Office users, introducing the productivity suite as part of the document management workflow seemed natural. The XML publishing capabilities offered by WordPerfect Office allowed the department to create, edit, retrieve, validate and save documents to XML from a familiar environment. No changes to employee workflow on the desktop were required, the need for training was eliminated, and no additional infrastructure was required to interface with the document management solution. Total costs dropped without reducing employee downtime, while the number of tools available to staff grew remarkably.

"We aim to minimize staff disruption when introducing any new piece of software. The introduction of the DMS components into WordPerfect required minimal training; we just showed staff that new tools and macros existed within WordPerfect, and explained how they worked. It was very intuitive, since we worked with Corel Consulting to ensure that the tools used most by the staff would be in a convenient location."

Like this government department, other enterprises can enjoy significant cost-savings by combining a customized version of WordPerfect Office with their existing workflow. While the department customized WordPerfect Office to work with a DMS, the suite can be customized to work with many applications—from core systems like ERP and CRM, to databases. Regardless of workflow, WordPerfect Office can be integrated and customized to enterprise needs. Publishing to XML is equally simple; the XML editor can be customized to work with any number of applications. For those enterprises with limited budgets, the XML, PDF and HTML editors built into WordPerfect Office provide an opportunity to publish to a variety of media without additional cost or effort.