

News from Nantes

The future for print bureaus lies in digital solutions and the wide range of new services that can be offered as a result. Georges Ciccazzo, manager of Espace Repro in Nantes, describes his experience to @XES.

In 1992 Georges Ciccazzo chose to base his new reprographics company, Espace Repro, in Nantes, the birthplace of the visionary Jules Verne. Using Georges' considerable experience gained at local level, the print bureau serves a growing number of companies and professionals.

OFFERING NEW SERVICES

Detecting the growing impact of electronic data on the business world, Georges decided that his company would build its reputation on the ability to handle customer needs – both present and future – fully, effectively and quickly. Espace Repro therefore began to invest in the latest technology at an early stage, and is now equipped to respond to the growing demand for global document processing.

Following in the footsteps of the great Jules Verne, Georges is betting on the future. "Digital solutions are now a pre-requisite for those who want to keep ahead in the world of reprographics," he says. "Without them we could not begin to extend the range of services we offer."

As part of his development strategy, Georges concentrates mainly on colour and high volume digital black and white office documents, and on the expanding areas where customers' needs are not being met. "Espace Repro has quickly established its reputation based on the speed and quality of the services it provides," he explains.

"Because of the growing use of electronic files, we decided to interconnect our

equipment – internally and with our customers – so that we can process and reproduce colour office documents using the latest networked solutions."

As a logical development, Espace Repro's entire approach to processing engineering documents also had to be digital. "The digital processing of documents has become an essential part of our development, and allows us to distinguish ourselves from our competitors," explains Georges. "It means we can offer services like processing legacy documents and restoring them to standards. We can also store the living archives of our customers as a database that can be accessed via ISDN or the Internet, and that we add to and edit as necessary."



"It also means we can save files so that after digitisation we can offer 'raw scanning', vectorization, or CAD enhancements. We can handle workload peaks of in-house reprographics departments in manufacturing companies, as well as bottlenecks in engineering departments unable to justify new investment."

When it came to choosing hardware that was perfectly suited to his needs, the manager of Espace Repro realised the obvious choice was a multifunctional, connectable and modular solution.

"We decided to replace all our analogue copiers and to go for a Xerox 8830 DDS/Xerox 8855 DWS with Xerox 7396 scanner pair with on-line folding machines. These are all linked with additional software tools from XES partners which help customers manage and distribute documents during a tender process or other complex scenario. And it is all fully connected to our network. This not only improves our productivity, but also allows us to handle our customers' CAD files easily, no matter how they are generated and in what medium they are supplied – magnetic, CD-ROM or through the phone lines."

The hardware was mastered virtually as soon as it was installed. This encourages the operators to take more responsibility for their work, within the constraints of the queues they have to manage.

"Our customers catch on to anything that makes their lives easier," Georges continues. "We can realistically meet their deadline requirements and optimise the quality of the work we do for them. The original customisation and security solutions we have developed for communicating electronically with our customers via ISDN and Internet means that they are now becoming familiar with the enormous advantages of digital document solutions. In five years we will only be working with electronic documents. In the meantime we realise we need to help our customers change over to this technology."

