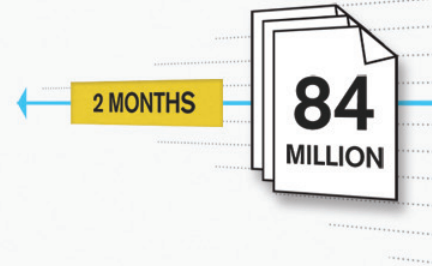




DST Output Case Study

Creating 84 Million Efficiencies, One Sheet at a Time



Learn how DST Output helped a telecommunications giant **improve customer communications without the expense** of upgrading in-house technology.

The Challenge

A telecommunications giant delivers services to more than 48 million subscribers. DST Output was asked to migrate the company’s in-house document delivery process to our high tech facility.

The Solution

In a smooth transition from in-house to service provider relationship, DST Output’s solution optimizes the company’s print-and-mail production, while incorporating flexibility to scale for future growth and technologies.

The largest volumes of work were moved to DST Output’s high-speed ink-jet Digital Press Technology platform; this creates color documents from blank paper in one integrated, continuous process.

The technology also integrates addressability and mailing features, and includes the potential for additional document and mailing enhancements.

The Results

Two months after the contract was signed, 94 percent of the total project volume—84 million sheets per month—had transitioned to DST Output without incident. Now our client can grow and enhance its customer communications without the capital expenses of upgrading in-house facilities and technology.

About DST Output

DST Output provides integrated print and electronic statement and billing output solutions to many of the world’s largest financial services, communications, insurance, healthcare, and utilities companies. We produce more than 2.9 billion customer communications, delivered via postal service, express delivery and over the internet. DST Output is a wholly owned subsidiary of DST Systems, Inc.

Contact Us to Find Out More

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