



# IQ Software Suite

Next-generation management and analysis software solutions

## KEY FEATURES

- Increase the quality and integrity of business processes
- Manage the efficiency of an entire operation independent of equipment already in place
- Enhance the value and relevancy of customer communications
- Improve customer service with fast access to document images
- Increase visibility to all jobs, resources and employees
- Track and manage every communication item
- Enhance the effectiveness of your data
- Dynamic, web-based reporting and analysis
- Optimize the performance and efficiency of finishing systems
- Reduce the costs for customer communication

The IQ Software Suite is the result of integrating the industry's leading technologies into one modular and scalable solution.

From optimizing your message impact and relevancy, to tracking data and job efficiency, the IQ Software Suite helps to securely manage, automate and raise your productivity in virtually every business process. For users in operations, marketing, IT, customer service and accounting, IQ software is a solution for:

- Increasing overall quality and efficiency
- Enhancing marketing and message relevancy
- Providing real-time visibility and analysis
- Protecting your investment
- Lowering your costs

Whether your need is enterprise-wide or just a single process, only Bell and Howell provides a common architecture to achieve your goals, protect your investment and prepare you to manage any level of growth in your environment—from adding a few new jobs to a major company merger.

## INCREASE VISIBILITY TO ALL JOBS, RESOURCES AND EMPLOYEES

Our Production Tracking software enables companies to efficiently manage individual production processes or an entire document factory by providing workflow management and real-time analysis of production print and mail environments. From data processing to shipping at one or more locations, Production Tracking makes it possible to view high-level reports or to drill-down into detailed reports to analyze specific job, resource or employee productivity results. Secure, real-time visibility allows users to always know the current process and status of every job, including the ability to identify those behind schedule and the processes, machines or people that become part of the bottleneck. Automated alerts and notifications make specified personnel aware of business issues and completed milestones, and provide data for managing the business in a more cost-effective way that is transparent to the processes and systems being tracked.

## TRACK AND MANAGE EVERY COMMUNICATION ITEM

Our Item Tracking software securely tracks and manages every communication piece in one or many production areas. A detailed audit trail is maintained for each item with current status, number of statement pages and inserts, and the date, time and location processed. Item Tracking manages and reconciles individual and multiple jobs that are processed on automated systems and manual operation centers, and automates the reprint process for damaged or removed items.

## ENHANCE THE EFFECTIVENESS OF YOUR DATA

The Data IQ solution set gives users the ability to customize output with the data elements necessary for timely, accurate and cost-effective delivery of communications. Data IQ enhances documents with barcodes and sequence numbers for integrity tracking, creates control files for closed loop processing, and organizes documents to optimize equipment throughput and productivity. It also personalizes documents with relevant marketing messages and helps maximize postal discounts.

## INTEGRATE DOCUMENT IMAGES AND TRACKING INFORMATION

The Electronic Statement Presentment software module provides customer service representatives with fast and secure access to online document images and complete delivery tracking information from mailer to recipient and back. Months or years of online statements can easily be managed and made available to internal users. End-users can enroll in this service for secure electronic access to account information to satisfy their own requests for statement viewing, reprints and frequently asked questions.

## ENJOY DYNAMIC, WEB-BASED REPORTING AND ANALYSIS

All of the IQ solution sets have dynamic, web-based reporting and analysis capabilities to consolidate and interpret the information captured and managed from your communication production processes. Analyzed data can be securely viewed online using the standard set of reports and those created by users and data can be scheduled for export in an industry-standard data format for offline analysis and unique reporting requirements.

## CENTRALLY ADMINISTER ACCOUNTS AND MODULES FOR FAST OR CONTROLLED GROWTH

The IQ Software Suite makes it easy to start enjoying the benefits of a truly integrated, next-generation management solution. The complexities of integrating legacy solutions and custom file transfers between solution components have been eliminated by bringing together of the industry's best-of-breed automated document factory (ADF) components. You can select some or all of the new solution modules and add or modify user privileges for specific business functions as needed.

## UNPARALLELED PROFESSIONAL SERVICES


Our experienced consulting group offers solutions ranging from mentoring and training to complete turn-key in-house or hosted solutions. Dedicated project management and technical consulting teams are also available to ensure that every project meets defined business objectives.

 FOR MORE INFORMATION VISIT: [BELLHOWELL.NET](http://bellhowell.net)



 [bellhowell.net](http://bellhowell.net)

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