



CUSTOMER

NZ Transport Agency

INDUSTRY

Government & Public Sector

PROFILE

The NZ Transport Agency is responsible for New Zealand's national transportation sector. The agency's main job is to ensure citizens travel reliably and safely and to grow the country's economy by investing in moving people and freight. The agency plans and delivers national transport networks and supports local networks, while working to ensure the effectiveness and safety of public transport, freight networks and road safety.

The Intelledox document creation platform assisted in the transport agency's increase in overall business efficiency through automation of bulk and ad hoc document generation processes as well as providing the necessary structure to integrate with the agency's existing business systems.

address errors and truncated fields. Quality assurance officers would then have to go through thousands of warning letters manually to separate which documents had errors that need amending.

Both of these issues caused significant inefficiencies and time loss and hindered the organization from producing accurate customer correspondence. NZTA needed a system that would allow them to significantly reduce document generation time, while also allowing them to easily maintain and monitor the data quality in both their document templates and their output documents.

GOVERNMENT SECTOR

NZ TRANSPORT AGENCY

Business Environment

The **NZ Transport Agency (NZTA)** is tasked with promoting safe and functional transport on land, including the responsibility for driver and vehicle licensing and investigating rail accidents in New Zealand.

Every week, the agency produces thousands of pieces of customer correspondence – driver's license warning letters, suspension letters, and commercial letters – through a manually triggered bulk generated batch process. Such correspondence was traditionally generated using a bespoke legacy system which was hard-coded by a third party service provider.

Business Challenge

NZTA wanted to optimize the bulk warning and suspension letters business process and saw an opportunity with Intelledox. With their current legacy system, any change they wish to make to the documents – such as errors like a full stop or a signatory change in the document template – involved the scheduling of expensive IT resources, and would typically take up to three months to amend.

Furthermore, the agency was having ongoing quality issues with the data that passed through the system in generating suspension and warning letters. The legacy system did not have the appropriate quality checks, and the records utilized often contained corrupt data - such as



“We needed to change the current system as the data volumes were rapidly increasing and it was taking too much time and resources to complete”

**Alan Montgomery
National Manager Delivery**

The Intelledox Solution

As part of their Intelledox implementation, NZTA decided that they would need to automate their current document-centric processes – the generation of suspension letters, warning letters, and commercial letters – with a solution flexible enough to accommodate planned architecture changes.

The process of generating the suspension letters and warning letters is similar – Intelledox uses batch data from the agency’s licensing database to generate driver’s license suspension and demerit point warning letters. The file that comes through from the database is automatically processed and checked for errors then divided into two categories – print ready records and records needing manual review before delivery.

The print ready records are sent to Intelledox via a web service and delivered to a specific print queue as well as a storage folder for pickup. The manual review records are checked and amended, before they get stored and marked as ready to be delivered to the print queue.

Intelledox also empowers users to generate commercial letters on an ad hoc basis. Guided by the Intelledox platform, an authorized user logs on to Intelledox via the NZTA intranet and selects the type of document they wish to generate while using a smart web form to retrieve necessary content from the agency’s database. Once finished, the document is generated and the output returned to the user in a file format of their choice, usually PDF.

Over time, this solution evolved into a direct integration with the agency’s mail house provider. This functionality extends the Intelledox solution to allow generated documents to be sent directly to the mail house for printing and post, greatly improving production and delivery times.



"The positive returns from the Intelledox implementation has extended from rapid and accurate document generation to overall business and staff efficiency"

**Alan Montgomery
National Manager Delivery**

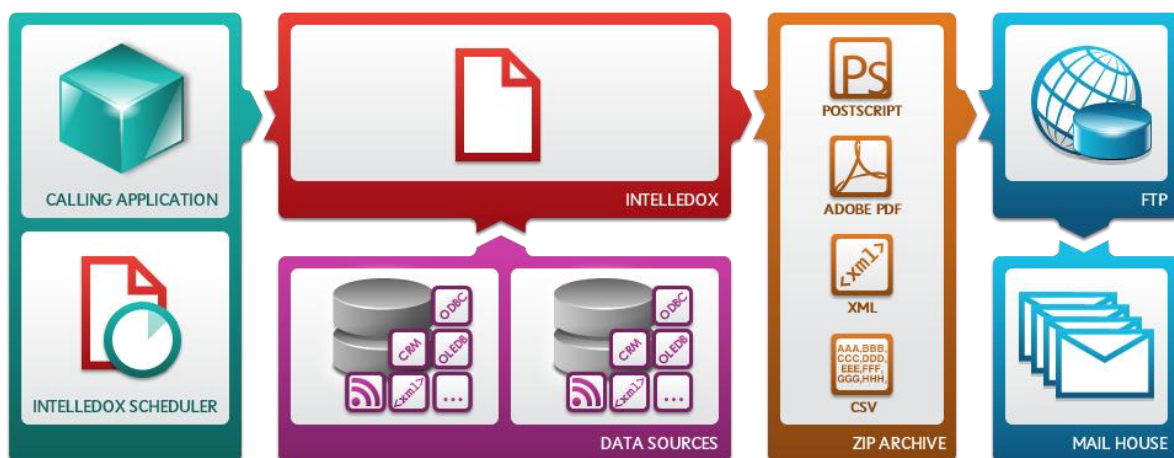


Fig. 1 – A traditional workflow diagram of an Integration of Intelledox to a Mail House/Print House

Business Benefits

- Increased productivity and efficiency
- Assured accuracy of content and ease of management
- Ownership of the solution at business level
- Significant cost benefits through the use of a single automated process
- Drastic reduction in document generation time
- Better quality output including elements such as branding and formatting
- An effective bulk and ad hoc generation engine that is easy to use and maintain

With Intelledox, NZTA was able to streamline and improve their bulk and ad hoc document centric processes. Intelledox has allowed the agency to produce accurate and targeted customer correspondence in a more timely and consistent manner. Through the implementation of Intelledox, the transport agency has been able to significantly reduce costs associated with the business process while at the same time, increase overall business efficiency.

ABOUT INTELLEDOX

Intelledox is a 4th generation document creation system and specifically addresses what leading analysts refer to as "content chaos" caused by a lack of a structured and centralized approach to document generation. Intelledox creates significant business advantage through the automation of document-centric business processes. By leveraging existing investment in document management and information assets, Intelledox assists organizations to drive down operational costs, deliver increased efficiency, reduce compliance risk, and improve user experience. Intelledox has delivered high quality enterprise software solutions to a growing portfolio of large corporate and government customers across the globe. Currently some 300 customers and 400,000 users benefit from the solutions developed by Intelledox Pty Ltd. Headquartered in Australia, Intelledox has an international presence across the globe with offices in the North America, Singapore, and the United Kingdom.

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