AccuZIP and Enfocus Switch Integration: A Case Study with One Step Services

IMPACT ON WORKFLOW

The integration of AccuZIP DQ with Enfocus Switch has substantially streamlined tasks at One Step Services. This enhancement allows for the automation of mailings to an unprecedented level, enabling the upload of jobs and the generation of fully packaged files. As a result, the press operations team can process jobs with fewer errors and increased efficiency.

BACKGROUND

One Step Services, a long-standing user of mailing solutions, has integrated AccuZIP's DQ product with Enfocus Switch to enhance their workflow. With over 15 years of experience using legacy mailing systems, the transition to a new system was significant. Thanks to their strong relationship with AccuZIP, One Step Services has effectively leveraged this integration to modernize their operations.

FEATURE SATISFACTION

A standout feature for One Step Services is the custom GUI in Switch, which facilitates job creation with detailed attributes. This generates a custom press Job Ticket, integrating all necessary details across multiple departments, from print and bindery to postal delivery. The seamless connection of AccuZIP's paperwork output with job files eliminates the manual pairing previously required. Additionally, the PostalOne upload feature, remains highly valued for automating postage statements.

PROBLEM-SOLVING

Prior to the integration, manual processing constraints limited operations to tasks that could only be managed by a single individual. With the highly customizable nature of Enfocus Switch and the integration with AccuZIP, One Step Services now handles up to 50 times the number of jobs they could manage before adopting the system.

OVERALL SATISFACTION

The combined benefits of the product, responsive customer service, speed, and cost savings contribute to high overall satisfaction with the AccuZIP DQ and Switch integration. While there have been challenges, the proactive and supportive response from the AccuZIP team has been crucial in addressing these issues.

RECOMMENDATION WILLINGNESS

One Step Services would not hesitate to recommend AccuZIP to a colleague, highlighting features like cloud-based processing, Accutrace functionality, and the potential for integration growth similar to their own experience. They also suggest a desire for certain features to enhance user experience further but emphasize that the advantages of a cloud API compatible with Switch provide significant business benefits.

CONCLUSION

The case of One Step Services illustrates the transformative impact of integrating AccuZIP DQ with Enfocus Switch, showcasing significant workflow enhancements and operational efficiencies. Their experience underlines the potential and value of this integration in a demanding business environment.