

This is the next in our series of Question & Answer Information Sharing emails provided by Xplor MidAtlantic Region and our sponsoring vendors. These vendors, the "Friends of MAR" have made financial commitments to support MAR and the educational and networking events we offer our members and prospective members.

Over the past three years, NEPS has successfully transformed from a provider of software and services for specialized printing solutions to a business process outsourcing company (BPO) for enterprise-wide communications management and document automation solutions. Carlton Stewart, Xplor Mid Atlantic Region member, discussed this solution with Denise Miano, Founder, President, and Chief Technology Officer of NEPS, and passes along what he learned.



Q: Can you explain your BPO offering?

A: Our Business Process Outsourcing model focuses on document automation and business communications solutions for complex environments. We currently host a variety of composition systems including HP Exstream, Thunderhead, EMC xPression and GMC PrintNetT. In addition, NEPS Dashboard provides customers with visibility into the jobs processed on NEPS hosted platform. Information includes job metrics: job descriptor, submission date and time, completion date and time, XML used to generate the output, number of sheets produced, number of images produced, success and failure of individual documents within the job.

Q: Do you provide products and services outside of the BPO model?

A: Yes – NEPS encourages its customers to "right-source." Our vision is to provide services and offerings that allow our customers to maximize their value in today's market and provide a means for staying current as new technologies and challenges present themselves. We encourage our customers to streamline and "right-source" their document processes according to their corporate and business requirements.

To that end, we can provide consulting and composition development to customers who develop in-house, or we can provide a long term outsourced model and provide a short term outsourced environment that will transition back in-house to allow for faster time to market.

And, with the acquisition of Art Plus Technology, we still maintain our award-winning information design practice.

Q: What is information design and how does it relate to forms and documents?

A: *Information design is communicating effectively by providing the right information in an understandable way to the right person at the right time. Good information design in forms and documents reduces costs, saves time and improves the customer experience.*

For more information check out the blog of one of the leading authorities:

<http://informationdesigndoc.blogspot.com>

Q: How can we learn more about NEPS?

A: Call 866-636-NEPS or visit www.neps.com to learn more.

Thanks to the financial support from our "Friends of MAR" vendors, we are able to provide regional educational events such as this. Our Charter Vendors as Friends of MAR include

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Please visit the Xplor MidAtlantic www.xplormidatlantic.org web site for updated information on upcoming events. These Q&A Sessions will be posted on the MAR web site.