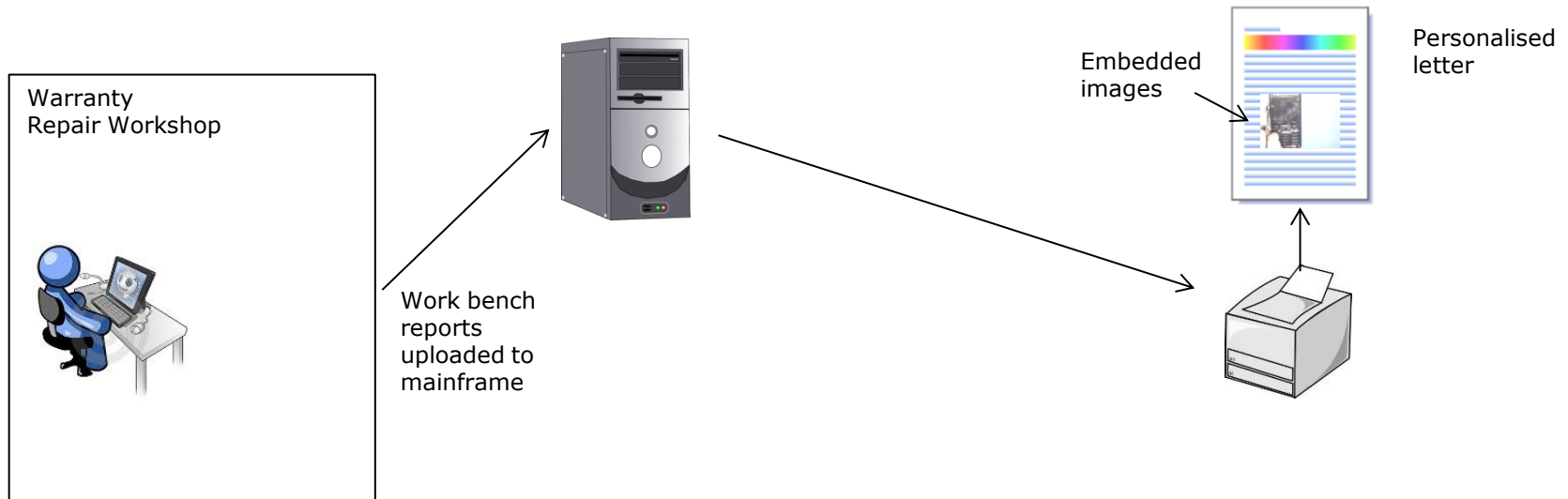


# Case study success story

## Mobile phone warranty repair system – personalised letters with images

### The requirement

- A company using a mainframe system for managing the process of workshop warranty repair required forms software to generate quality personalised letters to warranty claimants which included embedded images of faults taken direct from the inspection work benches. The system needed output to be printer independent and to automatically output PDFs for a document management system archive

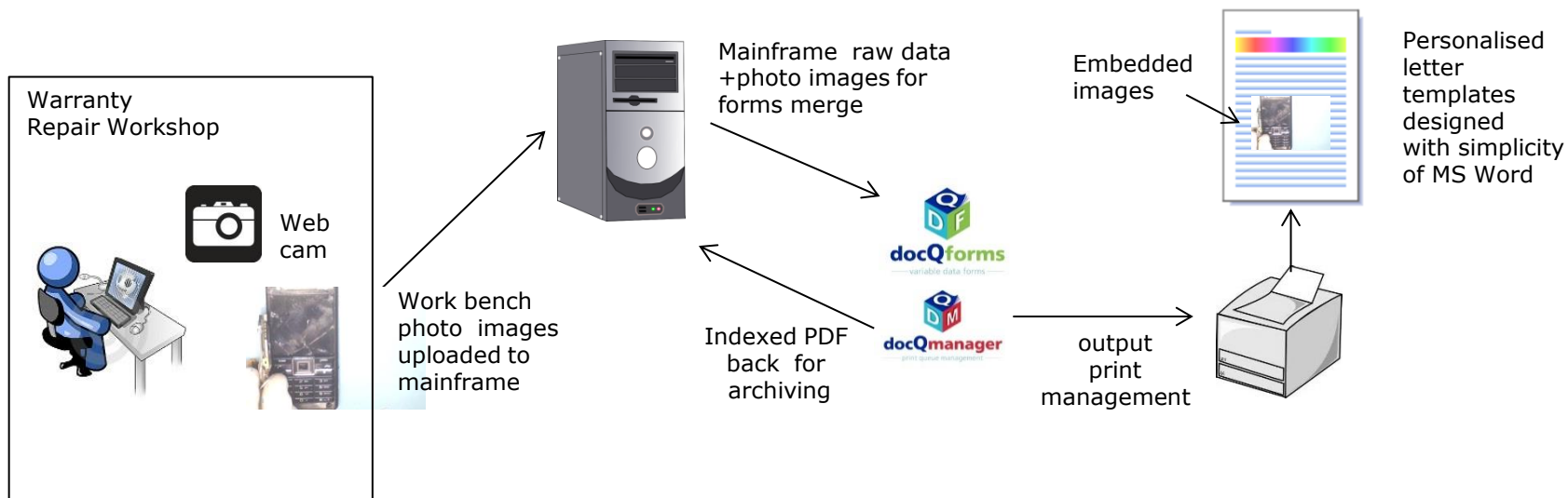


# Case study success story

## Mobile phone warranty repair system – personalised letters with images

### The solution

- docQforms was chosen for output formatting because of its simplicity of use. Workshop benches fitted with webcams upload photograph images of inspection and repair work to the mainframe host system. These images and other host system data provide the input to docQforms to perform the automated mail merge for generating letter output. Using a backend PDF module within docQmanager each letter is archived as a PDF.



### Benefits

- Enhanced quality personalised customer letters with better automation and productivity