



An in-line Hunkeler Roll-to-Stack system (R) provides the finishing for InfoSend's Canon inkjet press. A second near-line Hunkeler Roll-to-Stack/Roll-to-Fold solution with a Horizon folder (L) supports their Ricoh inkjet press. Both the Canon and Ricoh finishing lines include the Hunkeler DP8 II Dynamic Perforator, which performs dynamic perforation and punching in-line.



Data processing and bill print provider achieves new heights in flexibility and productivity

Best-in-Class Finishing Key to Inkjet Success at InfoSend.



Specializing in transaction statements, electronic billing, and web hosting services for electronic documents.

Founded in 1997 and celebrating its 20th anniversary last year, InfoSend is a data processing and bill print provider operating from three locations – Chicago, Dallas and Anaheim – with about 130 employees. The Anaheim facility produces about eight million mail pieces per month.



Matt Schmidt, COO, InfoSend

"We operate both roll fed and sheet fed devices," explains Matt Schmidt, the company's COO, who has been with InfoSend for a decade. "Our volumes in Anaheim

justified migrating both our transactional and high image quality work to production inkjet, a project we started with the installation of a Canon Océ JetStream Dual 1500/2200 inkjet printer at the end of 2015."

InfoSend specializes in transaction statements for medical, utility and financial services companies, as well as electronic billing and web hosting services for electronic documents. "When I walked in the door ten years ago," Schmidt says, "everyone was telling me we faced a huge threat with everything going paperless. That proved not to be true. If any single client gets to 50% paperless, that would be remarkable; the norm is closer to 25%. And typically, when clients limit people's options by forcing paperless, adoption rates tend to be lower. As a result of this and our aggressive

acquisition of new clients, we have seen our paper volumes continue to grow."

At the initial Canon install, a competitive finishing solution was installed. "Some necessary functions never worked properly," Schmidt reports. "It would struggle at times to keep up with the speed of the Canon press without jamming. The chip-out between pages to evacuate the paper that the refresh bars were printed on did not work properly. The manufacturer brought on a second system we diverted to, and that didn't resolve the issue. It added up to a 2016 I don't ever want to repeat again!"

InfoSend evaluated its options and based on conversations with people in the know who strongly recommended partnering with Standard Finishing and Hunkeler, it worked with Canon to implement an in-line Hunkeler Roll-to-Stack finishing solution. This addition fully resolved the finishing issue. "Shortly afterward," Schmidt adds, "our volumes justified adding a second production inkjet press, and we installed a Ricoh VC60000 with a near-line Hunkeler Roll-to-Stack/Roll-to-Fold solution with a Horizon folder. Both the Canon and Ricoh finishing lines include the Hunkeler DP8 II Dynamic Perforator, which performs dynamic perforation and punching.

"Adding the Ricoh press gave us room to grow," Schmidt comments. "It also enabled us to bring virtually all of our outsourced work, such as offset printed inserts, back in-house, giving us more control over costs and cycle times. Its higher quality allowed us to internally produce bill stuffers and inserts and opened new customer opportunities too."

Schmidt says that when InfoSend installed the Ricoh system, the company did not seriously entertain other finishing options. "Our experience with the first Hunkeler system, compared to what we were using before, was so positive that when we were looking at the Ricoh, the Hunkeler solution was a clear choice. We knew it would work for all of the applications we were producing, as well as those likely to be produced in the future. And we were extremely pleased with the support and responsiveness of the teams from Standard, its local dealer Print & Finishing Solutions, and the folks from Hunkeler and Horizon. They worked closely with us to identify the broad scope of what we were planning to do, and the solution we implemented was tailored to fit those requirements. Their detailed project and implementation plan was flawless. We definitely made the right decision."

This configuration gives InfoSend the ultimate in flexibility and productivity. Output from the Canon printer is delivered in stacks, ready to be checked and sent to inserters. The Ricoh configuration produces a wide variety of applications, from postcards on heavy stock with a gloss finish, to standard 24-pound transactional documents, bill inserts, and more. "Depending on the application," Schmidt explains, "sheets are delivered off the Hunkeler for inserting, or they go to our Horizon folder for final finishing. The combination of the two systems gives us the best possible flexibility. And its productivity and throughput ensures we have room to grow into the future."