

Indexx Printing thrives by
delivering on a promise

INDEXX PRINTING SOLUTIONS IS A FULL SERVICE, MID-SIZED COMMERCIAL PRINTER BASED IN GREENVILLE, SOUTH CAROLINA.

Established in 1993, the company has grown through savvy investments in emerging technologies that help them meet customers' expanding goals and objectives. While many printers have struggled in a hyper-competitive marketplace, Indexx has thrived by adopting solutions like LithoTechnics' Metrix, the industry's leading job planning automation and integration software. With Metrix, Indexx increases productivity, reduces errors and remakes, and delights both employees and customers with greater efficiency and faster project turnaround. Today, Indexx is ranked by Graphic Arts Magazine as the 7th largest independent quick printer in the United States, and is poised to post another year of record growth.

"Indexx has grown its annual sales from \$9 to \$13 million since 2006."

"If we tried to handle that growth doing estimating, planning and prepress the old way, it would have been impossible."



REPORTS RICHARD BOWERS,
PREPRESS MANAGER AT INDEXX

Projects planned in Metrix are exported as JDF directly into the company's Prinergy prepress system. They no longer need to route the project through Preps, which eliminates both overhead costs and errors associated with that step. Richard Bowers reports, "With Metrix, my reliance on Preps is down by 90%, and I save at least 7 to 10 minutes per job." Bowers is also impressed with how Metrix helps create seamless collaboration between the estimating/planning and prepress departments, noting that since implementing the latest version 3 of Metrix, they have experienced no remakes due to mistakes in planning – resulting in enormous time and cost savings. "Metrix is a technological marvel," confirms Indexx IT Manager, Eric Johnston.

The Vision

1

Indexx prides – and differentiates – itself with the motto, "From Promise to Print," which conveys their commitment to continually fine-tuning the process of communicating, collaborating and delivering an excellent customer experience.



In 2005, when Indexx was investigating enabling technologies that were aligned with this promise, they found LithoTechnics' Metrix. The workflow automation and integration software was an ideal solution to the company's goal of speeding and streamlining their internal processes of estimating, planning and prepress production.

With a more efficient and productive workflow, Indexx could deliver higher quality work more quickly and profitably. This helped grow their base of loyal customers and positioned the company to expand its business. Since 2004, Indexx has posted four years of record sales – and this is a trend they intend to continue.

The Implementation

As a full service printer, Indexx offers design, prepress, offset and digital printing, bindery, and fulfillment.

2



The Impact

The benefits of implementing Metrix – time- and cost-savings in job estimating and planning, reduced errors and remakes, and greater workflow productivity – have been achieved at Indexx with a surprisingly short learning curve.

3



On any given day, they may have 80 or more jobs in progress throughout the plant. The pressure on the estimating, planning and prepress departments to keep jobs flowing efficiently and predictably to the presses, is enormous. Sharon Wooten, a twelve-year veteran of Indexx, says Metrix makes it easy for her to create a project plan based on the most time- and cost-effective layout for a single job, or for ganging multiple jobs. When the automatic layouts produced by Metrix require fine-tuning, the Intelligent Drag and Drop feature enables her to click and drag products or groups of products, including PDF marks, from one location to another, where they smartly snap to other items on the layout.

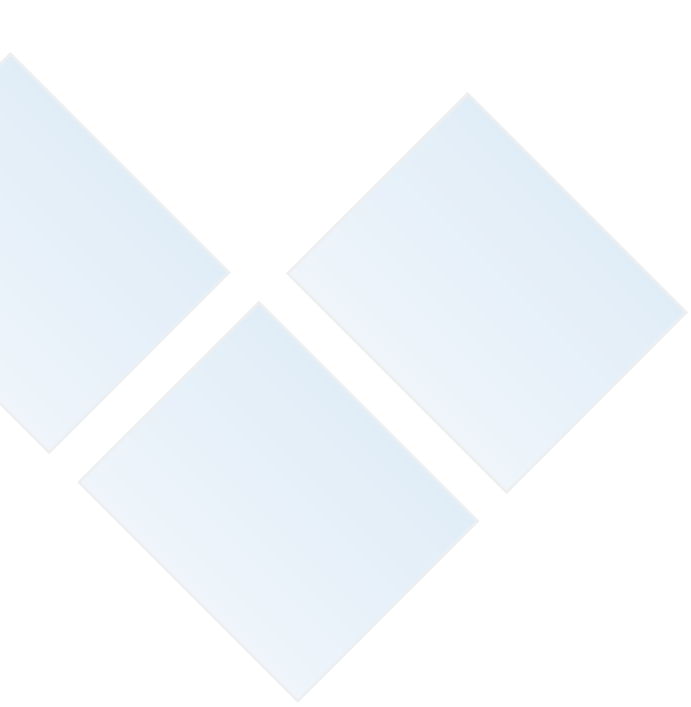
Kurt McClosky, manager of the planning and estimating department, echoes her enthusiasm. **“We do a lot of book work, and for these jobs, Metrix allows us to do layouts 50-75% faster. We were astounded at how fast we could produce bound work.** When we started to apply Metrix Standards to the process, it added even more productivity.” This feature allows users to save commonly-used layouts as “standards.” When Metrix finds a match on another incoming job, it is automatically applied, greatly speeding productivity and improving accuracy.

Sharon Wooten reports that Metrix was easy to learn and that she continues to discover new benefits of the software every day. Kurt McClosky recalls, **“A new employee found the Metrix software so intuitive, that he became a fully productive member of the team within a week.”** That type of proficiency is important in a company growing at the pace of Indexx.

In 2006, Indexx purchased a 6-color, 40" press, allowing the company to transition from a small format printer to a large format company offering longer print runs. Using Metrix, the company can expect to achieve the highest levels of workflow efficiency, ensuring the profitable operation of its new press. Richard Bowers expects that once they implement the new Auto Plan feature – another industry first that adds to Metrix the ability to calculate multiple layouts based on cost criteria – they will reap even greater rewards.

As one of the country's first printers to purchase Metrix, Indexx has experienced how rapidly and consistently LithoTechnics adds new and important features to the product. Both companies embrace the spirit of innovation and understand that in order to stand out, they must be outstanding. With a bright future outlook, Indexx will continue to leverage the benefits Metrix offers to maintain not only its “Promise to Print,” but its Promise to Print *profitably.*

“Metrix is a technological marvel”



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