

INTRIA is one of the nation's foremost providers of high-volume data-driven composition, printing, and post processing services. We quickly and accurately transform raw data into personalized customer communications — high-quality invoices, notices, statements, letters, and more — and efficiently prepare and dispatch these documents for delivery to our clients' customers.

Document Composition: INTRIA's Document Composition services use state of the art software that brings customer data (balances, transaction information, etc.) together with rules-based content (e.g., promotional content, customer preferences) to create accurately personalized output for print or electronic delivery.

Print & Mail: Ranked third in Canada in statement production, and operating one of the nation's most sophisticated print platforms, INTRIA produces more than 600 million impressions (135 million mail pieces) each year. As well, we provide CD-ROM output for archiving and onscreen viewing of documents in true fidelity electronic format by call centre personnel, retrieval groups, etc. Our advanced post processing services meet the full gamut of mail insertion and fulfillment needs. And our audit controls form an unbroken chain that begins at the input stage and carries through to final distribution. The result is a comprehensive service that provides versatile support for multifaceted marketing needs while ensuring that every single page we produce is processed and delivered accurately.



Service Features

- State of the art document composition software and expertise.
- Standardized print platform across fully integrated national processing network.
- Advanced selective insertion technologies, including 16-station insertion capabilities, and complementary manual processes.
- Audit controls include use of Code 3 of 9 Advanced Scanning and enhanced Optical Mark Recognition (OMR).
- Practical expertise in a range of sophisticated postal cost reduction techniques.
- CD-ROM authoring system accommodates all standard input file/data configurations, and analyzes AFP and line data to build indexes for quick and easy document search.
- Composition platform supports production of both paper-based and electronic customer communications.

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What This Service Delivers to You

- Sophisticated, flexible one-on-one marketing capability; ability to personalize customer communications builds customer loyalty, increases revenues.
- Improved quality and timeliness means improved customer satisfaction.
- Improved risk management and assurance of customer privacy.
- Freedom to focus capital investment and internal resources on core business.
- Reduced operating expenses.
- Ease of transition from paper to electronic customer communication.



Key Service Components

- Statement compilation
- Consolidation and ordering of statements for postal savings
- Customization by customer segment (e.g., large print for seniors)
- Customer-specific targeting of promotions
- Formatting for optimal production in selected media
- Print platform supports a wide range of data formats, including AFP, Metacode, LCDS, PCL, PostScript, PDF, and line data
- Statement rendering with or without vouchers
- High-speed, decision-based insertion of content components
- Audit controls
- Large format mechanical insertion
- Pick-and-pack fulfillment
- Mail preparation and dispatch
- CD-ROM and web-based archiving and document presentment (e.g., statement images) for call centres, other customer contact points
- Returned mail handling
- Stationery management
- Report packaging



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