

City of Charleroi Modernizes Document Generation with DocOrigin

The City of Charleroi, a major administrative hub in Belgium's Walloon Region, manages an enormous volume of citizen-facing documents every year. To ensure performance, compliance, and quality, the city needed to replace its outdated document generation systems—**Adobe Central** and **Adobe LiveCycle ES3**—with a modern, scalable solution.

By partnering with **Contraste Europe**, Eclipse Corporation's trusted DocOrigin partner in Belgium, France, and Luxembourg, City of Charleroi successfully migrated to **DocOrigin**, modernizing its document generation environment and preparing its systems for the future.



WHY DOCORIGIN?

Eclipse Corporation's DocOrigin enables public institutions and enterprises to replace obsolete systems like Adobe Central, LiveCycle, JetForm, and BI Publisher with a modern platform that balances power, flexibility, and ease of integration. For City of Charleroi, DocOrigin delivered the reliability and scalability required to meet today's citizen service demands while preparing for tomorrow's digital initiatives.

KEY BENEFITS

- **90–99% Automated Conversion** of old templates.
- **Preservation of Design Integrity** across graphics, fields, and structures.
- **Improved User Experience** for both IT and business teams.
- **Faster Updates** with less technical complexity.
- **Sustainable Modernization** that reduces risk and ensures continuity.

CHALLENGE

The City of Charleroi identified several critical limitations with its legacy platforms:

- **Obsolete Systems:** Adobe Central and LiveCycle ES3 were outdated and increasingly difficult to support.
- **High-Volume Constraints:** The systems struggled to manage large print volumes reliably.
- **Quality Issues:** Graphic elements were output in image format, reducing print clarity.
- **Complex Template Reuse:** Reapplying and adapting existing templates was cumbersome and costly.
- **Scalability Concerns:** The city needed support for modern use cases such as electronic signatures, HTML, and web feeds.

PROJECT OBJECTIVES

The city's modernization project required a solution that could:

- Automate migration of existing IFD and XDP models.
- Generate documents from XML data using dynamic templates.
- Guarantee compatibility with core municipal business applications.
- Support e-mail delivery of citizen communications.
- Integrate RTF-based legal clauses and resources.
- Provide a flexible, scriptable environment leveraging JavaScript.

THE DOCORIGIN SOLUTION

DocOrigin was selected for its advanced features, strong legacy compatibility, and future-ready architecture. Developed by the original creators of Adobe Central, DocOrigin allowed for:

- **Template Migration:** Automatic conversion of Adobe Central and LiveCycle templates, with a 90–99% success rate.
- **Data Restructuring:** XML integration and optimization using JPS scripts.
- **Enhanced Quality:** Legal clauses integrated in RTF for improved readability and compliance.
- **Flexible Output:** Robust PCL printing on Konica Minolta devices, alongside PDF generation and automated e-mail distribution.
- **Scalability:** A foundation prepared for web forms, HTML delivery, and e-signature workflows.

The project was carried out by Contraste Europe and their SmartDigiDocs team, delivering a seamless implementation from scoping to production.



THE RESULTS

The migration to DocOrigin achieved:

- **Seamless Transition:** Full migration with no disruption to existing applications or services.
- **Improved Quality:** Significantly enhanced print and page layout clarity.
- **High Performance:** Optimized workflows for reliable, high-volume document production.
- **Reduced Maintenance:** Lower technical overhead and simplified support for IT teams.
- **Future-Readiness:** Scalable architecture to support digital transformation initiatives.

CUSTOMER PERSPECTIVE

"Thanks to Contraste Europe's support and the team's expertise, we were able to migrate a critical system without any disruption to our services. There was total continuity and the results were immediate."

- Danilo Cargnello, Manager Applications and Development, City of Charleroi