

Parrish-Hare — Ensuring Speed, Visibility and Security with Automated Invoice Delivery



PARRISH-HARE
ELECTRICAL SUPPLY

With 14 locations nationwide and nearly 30 years of business experience, Parrish-Hare Electrical Supply is dedicated to serving three industrial markets: the OEM market, the MRO market and the System Integrator market. Parrish-Hare is an active member of the IMARK Group, a member-owned marketing group made up of more than 185 independent electrical distributors throughout the United States.

www.parrish-hare.com

Electrical Distribution

Benefits of Fax Services with Esker on Demand:

- 24/7 delivery with multiple redundant backup systems
- A system of intelligent line allocation and routing
- No telephony investments
- Seamless integration with existing desktop and enterprise applications
- Detailed visibility and reporting on outbound fax traffic
- Worldwide network of telephone lines dedicated to fax reception
- Real-time tracking and automatic archiving of sent/received faxes

Wanting to virtualize its fax servers with a streamlined and robust fax solution, Parrish-Hare Electrical Supply realized the full-value potential of fax automation as a service by leveraging Esker on Demand.

Challenge: Virtualizing Fax Servers

As a seller of wholesale electrical supplies, Parrish-Hare faxes out approximately 2,000 invoices each month. In order to standardize the process, Parrish-Hare sought to move components of their Epicor® Eclipse ERP system into a virtual environment, but needed an alternative to traditional modems. Esker VSI-Fax was already integrated with their ERP system, however, Parrish-Hare's hardware was making it difficult to move forward. "The solution was effective, but we couldn't move our servers to a virtual scenario since our hardware was plugged into it," said Chris Wilcox, Network Engineer at Parrish-Hare. "Buying another server was an option, but we ultimately wanted less infrastructure, not more."

Solution: Esker on Demand

A recommendation by Epicor introduced Parrish-Hare to Esker on Demand, a pay-as-you-go document process and information exchange service. "We were excited about its potential for our business," said Wilcox. "The whole implementation process was fantastic — Esker got it in quickly and we barely had to do anything."

Automation Is Paying Off

Integrated with their ERP system, Esker on Demand allows Parrish-Hare to automate their invoicing process so that printing out documents and physically walking to the fax machine is no longer necessary — saving time, money and effort. "We say 'go fax' and it faxes," said Wilcox. "Since we've gone live, I can't think of one problem we've had. The old way involved a lot of manual work and errors. Esker on Demand solved that, and even problems we didn't know it would."

Inbound line for disaster recovery

In the event of a "down" situation, Parrish-Hare also wanted to ensure that its 14 locations would never lose connectivity. Esker on Demand accommodated them with an inbound line for disaster recovery, and showcased its value almost immediately. "Storms in our area recently caused a day-long power outage," said Wilcox. "I was able to get on the Web right from my cellphone, and had the faxes for that day forwarded to the users' emails at home. It was that easy. At some point, we want to go a step further and allow users to access the online interface as well."

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Chris Wilcox ■ Network Engineer ■ Parrish-Hare Electrical Supply