

Edward Don & Company — Streamlining Document Delivery with Esker Cloud Fax Services for SAP®



Founded in 1921 as janitorial supply company in Chicago, IL, Edward Don & Company is the nation's largest distributor of food service equipment and supplies. The company's 1,000 employees service more than 70,000 customers, including independent restaurants, national chains, hospitals and health care facilities, country clubs, schools and universities, government institutions, amusement parks, cruise ships and more.

With an inventory of more than 12,000 products and a global network of more than 3,000 "Don-approved" suppliers, the Woodridge, IL, family-owned company boasts a motto of: "Everything but the food." The company also has a design arm that assists customers with new kitchen planning, construction, remodeling and equipment replacement.

www.don.com

Wholesale / Distribution

With a focus on reducing delays and enhancing the performance of its inbound and outbound faxing, Edward Don & Company sought a faxing solution that could integrate with its existing SAP application suite to bring about positive change. In Esker, the company has found a reliable solution with the capability to ensure progress now as well as set the stage for even more process improvements in the future.

The Challenge

Similar to many organizations in the wholesale/distribution industry, faxing remains an integral part of Edward Don & Company's business communications. Fax is consistently utilized by internal departments within the company such as Sales, Purchasing and Customer Service. Poor performance of its old faxing system is what ultimately pushed the company to make a change.

Long waits, low results

About five years ago, in an effort to optimize this important method of document delivery, Edward Don & Company decided to pursue a faxing vendor that would complement its — at that time — newly implemented SAP software package. The company eventually chose a faxing vendor but the experience was anything but good.

"The biggest issue we've had in recent years has been with the length of downtime," said George Barwacz, IT Operations Manager at Edward Don & Company. "It could be as long as 1-2 days, sometimes multiple times per month. To make matters worse, we were getting next to no response from the service desk. You add it all up — it had a huge impact on our business. With Esker, we don't have this problem."

Solution: Esker Cloud Fax Services for SAP

Edward Don & Company began seriously considering Esker as a faxing vendor after speaking with Pentair, an Esker customer, at a recent SAP on iSeries user group. Intrigued by Pentair's results, Edward Don & Company began exploring Esker solutions of its own and saw potential in the Cloud Fax Services for SAP solution.

"Real-time status notification was a huge plus in our eyes," said Barwacz. "Before, when a fax dropped off we had no way of knowing what and where things went wrong. Esker took care of this. Plus, there was no hardware needed to implement, so we really felt like Esker was a great fit for our company."

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George Barwacz ■ IT Operations Manager ■ Edward Don & Company

A streamlined system

With approximately 6,000 outbound faxes and 11,000 inbound faxes per month, finding an alternative faxing vendor that could process these business-critical documents in a timely manner was imperative. After implementation of Esker, faxes are now directly processed from Edward Don & Company's SAP application, where they are automatically picked up by Esker through a secure network connection via SAP-router and received in department inboxes.

About the solution

Esker Cloud Fax Services combines the intelligence of patented Esker technology with a worldwide network, built by Esker and monitored 24/7 year-round, for sending documents via fax from enterprise and desktop applications.

With Esker Cloud Fax Services for SAP, companies benefit from automatic faxing as a service fully integrated with SAP applications — without adding hardware or software.

Benefits

- Real-time status notification — offers the ability to retrace steps during a dropped connection; automatic reconnect based on Esker software alerts ensures any dropped connection will be back up within minutes
- No additional hardware installation
- Reliable and responsive customer support
- Ability to leverage the Esker solution for further process advancements and improvements

"Besides what the solution has helped us accomplish, Esker's support has been a home run," said Barwacz. Adding, "It has brought a level of stability and reliability to our fax process that we never could've imagined. It's so refreshing to finally deal with support personnel that not only resolves issues quickly, but responds in a timely manner as well."

Looking Ahead

Beyond initial implementation, Edward Don & Company already have thoughts of utilizing even more capabilities within the Esker solution such as disaster recovery, advanced shipment notifications and, potentially, sales order processing. "Fax was our first major need, and we've gotten over that hurdle successfully," said Barwacz. "We definitely have other goals for improvement, and Esker is going to be the tool that helps us accomplish them."

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George Barwacz ▪ IT Operations Manager ▪ Edward Don & Company