



## Meat Production & Processing Company

Quitting paper and gaining document process control



One of the top processors and marketers of fresh pork and processed meats in the United States implemented Esker DeliveryWare to eliminate the excess use of paper and improve its internal communications.

### The Situation

The company's IT department was issued a directive from the management team to reduce the use of paper and associated printer supplies.

"We had weekly reports — yield sheets — being emailed to the headquarters from twelve different locations around the US," said one of the company's IT managers. "Once the documents were received here in the mailroom, one employee would print them out and then manually deliver them to the desks of the appropriate executives. At the end of the week, the volume of paper printed totaled 2,900 pages being delivered to more than a hundred executives."

Management instructed the IT team to implement a solution that would provide an alternative to printing the documents.

"Executives would walk around and see the piles and piles of papers on people's desks. They said it had to stop. It was time to quit the paper," added the same IT Manager.

Saving paper was not the only driver for this initiative. The company wanted to find a solution that would also improve document workflow, speed internal communications and save resources.

### The Solution

The IT team completed its due diligence by evaluating several demonstrations of possible solutions. After seeing a demonstration of Esker DeliveryWare alongside Laserfiche, an electronic document management system the company already had in place, the team was sold.

"Esker had everything we wanted — the ability to capture documents, send them quickly and accurately where they need to go and then store them electronically for archiving," said another IT manager. "The flexibility was incredible. It could deliver any document in any form, to and from any application."

Esker DeliveryWare provides a single platform for automating the flow of business transaction documents directly into

and out of ERP systems and other enterprise applications, eliminating a large amount of manual order entry and physical document handling.

After the initial implementation of Esker DeliveryWare, the IT team attended technical learning classes at the U.S. headquarters in Madison, Wisconsin and the 2007 Esker Americas User Conference.

"There is always a learning curve with any new piece of technology, but the support from Esker has been wonderful," said another IT Manager. "Working with the team has been an absolute pleasure. If we need help they are happy to assist in any way, and when we have questions they provide answers and much more information."

The first phase of the directive was automating the delivery of the weekly yield reports. The IT team built a DeliveryWare Rule enabling the software to capture the incoming report (in the form of a PDF file), store the document in the electronic archive system and then send the report to Laserfiche to be posted to a website for viewing. Once this is completed, Esker DeliveryWare automatically sends an email notification to the appropriate executives telling them the report is ready to view at the specified link location.

By automating this process, executives now receive the reports much faster than before. The process of printing is completely eliminated. Looking ahead, the company has plans to automate other trend reports and Excel spreadsheets.

The other phase of the Esker DeliveryWare implementation involves workflow process improvement for several internal documents, including building card access requests,

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standard cost change requests and system change requests.

Every time a person requests a badge for access into a particular building or computer room, that request must be documented, approved and stored for future auditing purposes. With Esker DeliveryWare, the forms are delivered electronically to the appropriate executives — speeding up the entire approval process.

As with the badge request forms, there are several other internal procedures that require written approval that have now been made simpler and faster with Esker DeliveryWare, by keeping each process electronic and completing approvals online.

“Prior to Esker DeliveryWare, everything was documented and recorded along a paper trail. With so many levels, it made it extremely hard to follow,” said one of the company’s IT managers. “Now that we have the ability to automate these internal document transactions, we can track everything from start to finish. The ability to audit these

processes is very important to our business, and the increased speed is an additional benefit. A piece of paper waiting for approval is not floating around the company, from desk to desk, or just sitting somewhere buried underneath many other papers. With a click of a button, the documents get right where they need to be. The approval process is efficient and highly visible.”

Since implementation, users and the management team alike have provided a great deal of positive feedback. It has prompted the team to generate ideas for automating other processes.

“It’s great to know we are improving our internal processes as well as helping better the environment by eliminating paper,” said another IT manager. “As we continue to move forward we expect to achieve many more milestones for efficiency within the company.”

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