



Hyundai Translead

Delivering new productivity and efficiency gains



Founded in 1989, Hyundai Translead is a subsidiary of Hyundai Motor Co. Hyundai Translead is a leading producer of van trailers, container chassis, domestic containers and refrigerated containers for the North American transportation industry. Hyundai Translead has been ISO certified since 1996 and celebrated 10 years of trailer production in 2004.

Challenge: Replace an outdated solution

Hyundai Translead was using a desktop fax product that was no longer supported by the manufacturer. It needed to replace this product with a comprehensive solution to automate delivery of business-critical documents from SAP applications, and to provide desktop fax capabilities for 400 Microsoft Exchange end users. Additionally, Hyundai Translead wanted a solution that integrated quickly and easily into its environment without disrupting business operations or creating a heavy burden on IT staff.

Joseph Preski, Hyundai Translead vice president of MIS, began the search for a replacement by talking to his fax board vendor at an ASUG (Americas SAP Users' Group) chapter meeting. Preski remembers, "My fax board representative recommended two products — RightFax and Esker." Acting on this advice, Preski evaluated both solutions, and chose Esker DeliveryWare to achieve Hyundai Translead's objectives.

Solution: Esker DeliveryWare

"Esker DeliveryWare's native integration with SAP and its business rules engine were recognizable benefits to Hyundai Translead," Preski confirms. "Esker's solution was by far the best choice. It's so flexible — and we can make document changes ourselves without the necessity to customize SAP."

Preski also understood the benefits of multi-channel delivery capabilities. "The Esker solution allows our end users so many more options," Preski explained. With Esker DeliveryWare, Hyundai Translead automates and streamlines delivery of its invoices, shipping notices, purchase orders, and other SAP application-generated documents so its suppliers can receive the information instantly via fax, email, PDF, wireless, print, or XML.

And because Esker DeliveryWare also integrates seamlessly with Microsoft Exchange, end users can send, receive, and manage faxes through their Outlook® or Exchange email boxes.

Capabilities and benefits

Esker DeliveryWare is the only solution that uses the patented DeliveryWare Rules Engine — simplifying document automation and eliminating the need for custom programming. Esker DeliveryWare recognizes the content of output from Hyundai Translead's SAP application, then instantly generates, addresses, and delivers finished documents to the right recipients. DeliveryWare Rules are set at the server within an easy-to-use graphical designer. Since implementing Esker DeliveryWare, Hyundai Translead has created new DeliveryWare Rules on their own, enabling them to automate the creation and distribution of additional documents without SAP application-level reprogramming.

In operation, Esker DeliveryWare Platform accelerates document delivery and reduces business cycle times, lowers the costs of communication, and improves service levels to every information recipient. Says Preski, "We consider ourselves a technology leader, and Esker DeliveryWare helps us maintain that reputation."



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Joseph Preski ■ Vice President of MIS ■ Hyundai Translead

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