



## MAN Roland

Improving accuracy by automating document delivery into and out of SAP applications



MAN Roland is a leader in the printing industry, providing comprehensive printing presses to commercial organizations with high-volume printing needs. One-third of all newspapers in the United States generate their papers on MAN Roland printers, including the Omaha World-Herald, Quebecor World, Detroit Newspaper Agency, Detroit Free Press, Knoxville News-Sentinel and Indianapolis Star. MAN Roland has 150 years of printing experience, with North American headquarters located in Westmont, Illinois (near Chicago). From here it provides consultation and technical support for all of the sheetfed, web press and newspaper customers. Its service and parts operations also reside there, as does the Technology Center. Since 1999, MAN Roland's main enterprise resource planning system has been an SAP solution. It uses the application to communicate with external customers and business partners.

### Challenge: To enhance customer communications by speeding the distribution of documents to and from SAP applications

In November 2003, MAN Roland business leaders expressed concern that invoices were not being sent out of its SAP system to their customers fast enough. When an order was received, MAN Roland employees were manually faxing, scanning, emailing and physically mailing invoices back to customers, all tedious, time-consuming processes. In response, MAN Roland began to look for solutions that would automate this delivery process by keeping the invoices electronic.

"We wanted a single solution that could automate document distribution and interface with SAP but without the expensive SAP connectors," said Carl Zumstein, MIS Manager for MAN Roland. "We set out with the immediate goal of speeding the delivery of invoices, but once we were introduced to Esker, doors started opening to many more document delivery possibilities."

### Solution: Esker DeliveryWare

MAN Roland heard about Esker while attending a SAPHIRE conference. After evaluating a comprehensive demonstration of Esker DeliveryWare, the IT Team quickly realized the technology would bring great value to its business. Providing a single platform for automating the flow of transactional business documents directly into and out of SAP applications, Esker DeliveryWare eliminates employee manual order entry and physical document handling, resulting in saved time, reduced costs, and improved accuracy.

With the implementation of Esker DeliveryWare integrating seamlessly with SAP solutions, MAN Roland easily automated the delivery of invoices without an overhaul of existing IT infrastructure. Employees no longer handle pieces of paper, stand over fax machines, key order entries, or stuff and seal envelopes. With the faster invoice turnaround time MAN Roland has experienced an improved cash flow, less administration expenses and higher rates of customer satisfaction. And since the first goal was accomplished, MAN Roland and Esker have worked together to automate fifteen other types of documents, such as order confirmations, shipping notifications, purchase and service orders and monthly customer statements via fax and email. In addition to helping move documents into and out of SAP applications, the technology is being used to automate certain types of internal communications. In total, MAN Roland delivers over 6,000 documents per month using Esker DeliveryWare.

In particular, MAN Roland has been very pleased with the ability to easily customize and facilitate new distribution rules as customer or departmental requests arise. Most recently, MAN Roland worked with Esker to create a mechanism that incorporates updates into its service order system in real time. Whenever service orders are now delivered to service requestors, that document is automatically duplicated within that separate service order system.

“The technology has also been a pleasure to work with because we don't ever have to deal with configuration changes or maintenance updates. That is very important to a company our size.”

Carl Zumstein ■ MIS Manager ■ MAN Roland



Esker DeliveryWare has totally revolutionized our distribution capabilities making it very easy to continually speed our processes surrounding customer communications.

Carl Zumstein ▪ MIS Manager ▪ MAN Roland

## Support

Since the relationship began, MAN Roland has been very satisfied with the close support it has received from Esker. However, what has really impressed MAN Roland is that it hasn't needed to ask for any extra support. "Esker DeliveryWare takes no more than four hours of routine maintenance a month. It's so easy to use that people without a lot of technical experience are able to understand how it works," said Zumstein. "And because we haven't had any problems, we've noticed a significant decrease in the number of customer service calls. This is crucial for a company our size because we have such limited resources and time."

## Benefits/future plans:

Looking ahead, MAN Roland plans to develop additional rules surrounding its eCommerce application and an automatic executive dashboard to make reporting activities to business leaders easier to present.

"The way Esker can talk to SAP has allowed us to customize a variety of delivery rules that make our processes much more efficient," said Zumstein. "And as I hear more requests for new distribution capabilities from employees and customers, I'll just set up another rule. I am confident Esker DeliveryWare will continue to address MAN Roland's needs."

## Immediate benefits for MAN Roland included:

- Speedier customer communications
- Time and cost savings
- Improved customer service
- Improved cash flow

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