



Esker

Eliminating its own document drag by automating SAP® document delivery



Esker S.A., a global ISV and an established SAP software solution partner, implemented SAP® to improve back-office information systems at its corporate headquarters, and to consolidate sales administration and accounting systems among its subsidiaries. At the same time, Esker integrated its Esker DeliveryWare solution to automate multi-channel business document processing and enhance the value of its investment.

Challenge: Streamline sales administration processes

Before SAP and Esker DeliveryWare integration, each Esker subsidiary in Esker's multi-site administration environment used different accounting systems. Financial and sales information had to be handled manually, invoices and other documents went through multiple steps of manual processing (centrally and locally), and sales/finance information was exchanged by suboptimal means.

Local sales admin staff had to manually complete an internal order form to process an order, including project codes, pricing, and any additional information for specific customers. This document was sent along with the original customer's purchase order, and checked prior to being entered for production of an invoice and delivery note (packing slip). All the documents were printed, sorted, distributed and filed manually.

Every evening, Esker sales admin headquarters would fax local sales admin a copy of each invoice issued during the day. This process could take as long as 15 minutes, not counting extra time for any fax machine problems. At 4:00 each day, production staff would collect all the delivery notes for the next day.

Dunning (reminder) letters were delivered manually via slow and labor-intensive mail. And at the end of the month, approximately 300 documents were manually delivered to each Esker subsidiary's accounting firm.

Solution: Esker DeliveryWare

Integrated with Esker DeliveryWare, SAP-generated invoices, delivery notes, and dunning letters are automatically sent via email, fax or Mail on Demand to the appropriate people — subsidiaries, accounting, production/shipping, customers, suppliers. Invoice and delivery status is instantaneously updated and immediately available to the subsidiaries. Esker DeliveryWare automates validation and approval, sending notifications to sales admin staff through email for easy forwarding.

DeliveryWare Rules Engine automation identifies shipping information and handles exceptions based on delivery destination. Documents are translated according to country of destination, and any customer-specific comments are passed directly from SAP to Esker DeliveryWare. And with advanced formatting capabilities of Esker DeliveryWare, Esker and its customers get more visually appealing, professional-looking documents.

Now there is no bulk manual faxing at the end of each business day. New purchase orders are printed directly to the production/shipping department, giving staff real-time visibility on what is to be prepared and shipped.

Benefits

Even at its moderate document volume, Esker realized considerable cost reductions compared with paper-based sales processing. Of greater value to Esker are the significant gains in overall operating efficiency and customer satisfaction, due in large part to fewer errors and shipping delays. And because the process is now so simple, Esker spends less time training new employees.

Future improvements

In addition to sales administration and accounting, Esker is also using Esker DeliveryWare within its human resources and marketing departments. Esker DeliveryWare automates delivery of letters to applicants and distribution of email messages to customers.

Future plans include expanded use of additional delivery transports according to recipient preferences, as well as sales orders and invoices to further streamline sales administration and eliminate data entry.

By increasing the autonomy and productivity of our sales admin staff, SAP and Esker DeliveryWare have made everyone involved more efficient.

Maud Berger ■ Sales Administration Manager ■ Esker

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