



One Touch Global Technologies

Automating invoice delivery and order processing, improving internal visibility



One Touch Global Technologies Inc. (OTGT) (<http://www.otgt.com>) is a technology consultancy and systems integration company specializing in document management and automated workflow initiatives. Founded in the early 1990s, OTGT began as a pioneer in providing fax delivery solutions for the construction industry. Over a 15 year period, OTGT has opened several locations throughout the United States and has expanded its range of electronic document automation, paperless initiatives and complementary offerings, including a

variety of document capture, workflow and document management solutions. OTGT has also achieved Microsoft Certified Gold status as a Development Partner.

Part of that growth has been a result of OTGT's status as an Esker Certified Partner. OTGT offers Esker DeliveryWare as part of its portfolio of solutions for organizations in a variety of industries, including healthcare, financial services, mortgage, insurance, manufacturing and hospitality.

Scott Riley is the CEO and founder of One Touch Global Technologies. Larry Higgins is the Director of Sales, and Chris Norwood (a former product manager at Esker) is the Business Development Manager.

Challenge: Streamlining accounting practices while gaining product knowledge

Employees at OTGT wear many different hats. While this is good for a variety reasons, it also means that many people responsible for selling OTGT services are also tasked with administrative and accounting duties. The greatest burden is the work being done to process customer invoices and purchase orders.

"We were doing everything the old-fashioned way," said Scott Riley. "Each document was manually entered into QuickBooks and then hand-printed and delivered by traditional methods, i.e., fax machines, USPS pickup, etc. The entire process took way too long."

In the late 1990s Esker acquired several document communications products that were offered to OTGT clients — including Faxgate, Alcom LanFax and VSI-FAX. This acquisition began the partnership between OTGT and Esker.

"The people at Esker are great and the technology they provide for us is a powerful asset among our solutions. Esker DeliveryWare takes dynamic capture and electronic document delivery to a whole new level," said Riley. "It only made sense that we would look to implement Esker DeliveryWare within our own company."

Solution: Esker DeliveryWare

As the employees of OTGT were familiar with the technology as well as the relationships with the people at Esker, they were led to implement Esker DeliveryWare internally for their own accounting purposes. Esker DeliveryWare provided the flexibility and ease that OTGT sought in an automatic document delivery solution.

"When you send between 10 or more documents a day, 300 days out of a year, the volume, labor burden, costs and errors add up," said Riley. "The bottom line was, our invoices were not accurately being received consistently by our clients and were not getting paid in a timely manner, or purchase orders were not getting processed. Many times this was simply due to the manual effort required to verify the most effective method of document delivery for the various recipients, and the inability to give key employees visibility of the status of those transactions. Now with Esker DeliveryWare automating these processes, our people can focus their attention on tasks that directly focus on sales and growth, and less on administrative efforts. We also get the key benefit of increasing customer satisfaction by standardizing our messaging."

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With Esker DeliveryWare, OTGT now sends its invoices and purchase orders to customers and vendors electronically (via fax, email, postal mail and archive) with a click of a button. Employees also use the software to notify each other of business transactions. When an invoice or purchase order is delivered, the vendor representative and the salesperson(s) also receive an email notification and duplicate copies as appropriate.

In addition, records of each transaction are automatically archived in OTGT's document management system for accountability. Because Esker DeliveryWare uses the accounting profile of the recipient, every document is delivered to the proper recipients at the correct locations without manual errors. And documents are delivered electronically according to the preferences of each individual recipient.

Support

“The support we've received from Esker has been outstanding — from our position as an Esker Certified Partner as well as an end user,” said Riley. “The team at Esker is focused on accommodating the customer. However, we really haven't needed to call upon their services very much. Esker DeliveryWare is such a reliable platform because it requires little effort to integrate within an existing IT infrastructure and avoids complex software programming and significant changes to existing application environments. Esker DeliveryWare eliminates many of the complexities you would find in other solutions, thus making it so simple and reliable that we almost forget it is there.”

Benefits

The benefits OTGT always described to potential customers when talking about Esker DeliveryWare are now the same advantages it experiences directly. “We've never met an unhappy Esker DeliveryWare customer — and we now include ourselves in that category,” said Riley. “The software is so easy to use, modify and customize without any changes to the host compared with other methods. The value is simple to understand. We use it every day for a number of different document processes. Its broad set of capabilities are incredible when you realize it is all encompassed in a single piece of technology.”

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