

West Pharmaceutical Services, Inc. Uses Esker Cloud Fax Services to Simplify and Streamline Faxing

Seamless integration into an existing SAP® interface allowed West to replace its outdated server with a highly customized, on-demand fax solution

Madison, WI — April 15, 2014 — [Esker](#), a worldwide leader in [document process automation solutions](#) and [SAP®](#) software solution and technology partner, announced today that [West Pharmaceutical Services, Inc.](#) (West), a designer and manufacturer of pharmaceutical packaging and delivery systems, is leveraging [Esker Cloud Fax Services](#) to automate its inbound and outbound faxing. The initiative allows West to increase the speed, accuracy and reliability of its faxing operations while achieving full reporting capabilities within the SAP interface.

Prior to implementing Esker, West relied on an aging and poor-performing fax server to process incoming faxes from vendors and get them entered into the company's SAP system. The documentation ranged from forms and purchase orders to records and more. While moving into a new location, West hoped to upgrade to an automated cloud fax solution that could be implemented quickly and easily, while also integrating with its SAP interface.

Esker Cloud Fax Services proved to be the ideal solution for what West was trying to accomplish. Senior Systems Administrator at West, Sonia Lopes, is impressed by what Esker has allowed their team to do. "Going from our old fax server to Esker was like night and day," said Lopes. "Where our old server was really difficult to maintain and administer, and didn't have tracking and reporting capabilities in SAP, Esker Cloud Fax Services is the complete package — the setup was effortless, the interface is easy to use, and we have full SAP integration and reporting functionality."

A Highly Effective, Highly Flexible Solution

With Esker, West has been able to ensure all faxes are sent and received with speed, accuracy, reliability and security (especially critical when dealing with documents containing sensitive information). The overall efficiency of the new process has also made the jobs of staff members easier. Documents now go from point A to point B seamlessly. Once a fax goes out, they get a confirmation it was sent. It's been working so well that the only time they have to go into the system is to add/delete a user or to confirm that a fax was sent through.

(continued)

The unique flexibility of Esker Cloud Fax Services allowed West to customize the solution, implementing it with multi-functional devices. Using the online portal, the company was able to find a way to incorporate their printers in the process and avoid installing special services, creating a much more user-friendly environment.

Steve Smith, U.S. Chief Operating Officer at Esker, commented: “This is a perfect example of the kind of flexibility, performance and reliability that organizations running SAP systems can expect by leveraging Esker Cloud Fax Services. Rather than installing hardware and maintaining equipment, Esker offers the benefits of sending or receiving faxes as an on-demand service directly from and/or into your SAP system.”

About West Pharmaceutical Services, Inc.

Founded in 1923 and headquartered in Exton, Pennsylvania, West Pharmaceutical Services, Inc. is a designer and manufacturer of pharmaceutical packaging and delivery systems. West supports customers from sales, manufacturing, and research and development locations in North and South America, Europe, Asia, and Australia.

About Esker

Esker is a worldwide leader in document process automation solutions. Addressing all types of business processes, from accounts payable and accounts receivable to order processing and procurement, Esker cloud computing solutions enable companies to automate the reception, processing and sending of any business document with one platform. Esker helps over 80,000 companies across the world to reduce the use of paper and eliminate manual processes while improving their productivity, efficiency and environmental impact.

With 40.3 million euros in sales revenue in 2012, Esker operates in North America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin. Esker is listed on the NYSE Alternext in Paris (Code ISIN FR0000035818). For more information, visit www.esker.com. Follow Esker on Twitter at twitter.com/eskerinc and join the conversation on the Esker blog at www.quitpaper.com.

Esker, Inc.

1212 Deming Way, Suite 350
Madison, WI 53717 USA
Phone – (608) 828-6000
info@esker.com – www.esker.com

Corporate Contact: Gina Leranth

Tel: (608) 828-6141 – gina.leranth@esker.com

Investor Relations Contact: Emmanuel Olivier

Tel: 33 (0)4 72 83 46 46 – olivier@esker.fr

Get Social



Visit our blog !

www.quitpaper.com