

## Manitowoc Chooses Esker on Demand Fax Services as Part of Global SAP Implementation

*Crane and equipment and manufacturer benefits from fast, flexible deployment of SaaS solution to automate delivery of procurement documents*

**Madison, WI – April 20, 2009** – [Esker](#), the leader in document process automation solutions, today announced that The Manitowoc Company, Inc., a leading provider of lifting equipment for the global construction industry, has chosen [Esker on Demand Fax Services](#) to automate delivery of documents within the procure-to-pay cycle.

The Manitowoc, Wisconsin-based company selected [Esker on Demand Fax Services](#) as part of its core SAP implementation across all regions, starting with Portugal and then rolling out to the United States, France and other European subsidiaries. In each region, Manitowoc is implementing all of its SAP application modules at the same time.

“We have a value stream project structure to design and build an architecture to use SAP for all output — printing, fax, email, barcoding, etc,” said Romain Ditacroute, Project One IS Core Team Member at Manitowoc. “When Esker presented us with a global tool for output management, we learned about this service and decided to use it for our immediate fax needs. We are using the Esker on Demand solution in two value streams related to procurement and warranty communications.”

Ditacroute cited several key drivers in the decision to deploy [Esker on Demand Fax Services](#). “We were looking for a solution that would be quick and easy to put in place,” he said. “We have a wide range of requirements, and we wanted the solution to be adaptable to our needs. Esker was a good choice for us because we were able to send our first fax in less than two weeks.”

In the Manitowoc environment, Esker provides a 100% on-demand solution for outbound faxing from SAP applications with no software required on site. The solution provides a web client for monitoring fax delivery and reporting on fax traffic, and fax status is communicated back to Manitowoc’s SAP server.

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“Along with the value of not having to build and maintain fax infrastructure, one of the most appealing aspects of Esker on Demand is that it gives companies like Manitowoc the opportunity to try SaaS in their environment without taking on risk or making a large investment,” said [Steve Smith](#), U.S. Chief Operating Officer for Esker. “It’s a practical way to get the benefits of automated faxing immediately, which can really help to simplify a complex situation like a global SAP rollout.”

### **About The Manitowoc Company**

The Manitowoc Company, Inc. is a multi-industry, capital goods manufacturer with over 100 manufacturing and service facilities in 27 countries. It is recognized as one of the world's largest providers of lifting equipment for the global construction industry, including lattice-boom cranes, tower cranes, mobile telescopic cranes, and boom trucks. Manitowoc also is one of the world's leading innovators and manufacturers of commercial foodservice equipment serving the ice, beverage, refrigeration, food prep, and cooking needs of restaurants, convenience stores, hotels, healthcare, and institutional applications.

### **About Esker**

Esker is a recognized leader in helping organizations eliminate manual processes, gain process visibility and control, and reduce the use of paper by automating the flow of documents into, within and out of the organization. With patented document delivery automation software and hosted document delivery services, Esker offers a total solution to automate every phase and every type of business information exchange. Customers achieve significant and immediate operational efficiencies, cost savings and measurable ROI in as little as three to six months. Founded in 1985, Esker operates globally with more than 80,000 customers and millions of licensed users worldwide. Esker has global headquarters in Lyon, France and U.S. headquarters in Madison, Wisconsin. For more information, visit [www.esker.com](http://www.esker.com).

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