

## STILL Automates Integral Business Document Processes with Esker DeliveryWare

*Esker DeliveryWare successfully automates several business document management processes eliminating low value-added tasks*

**Madison, WI, November 15, 2006**— STILL, one of Europe's leading suppliers of industrial trucks and handling services for intralogistics, has chosen Esker, the leader in business document delivery solutions, to automate business document management processes generated by the SAP applications package representing more than 10,000 documents per month. This project illustrates both the challenges associated with the automation of the company's document management and Esker's capacity to rise to those challenges.

In order to successfully address migration from its AS 400 system to the SAP applications package and to maintain its commitment to continual quality improvement, STILL had to:

- focus its employees' energies on core activities, eliminating all low value-added tasks; and
- find a new service provider capable of automating and providing third-party business document management for mailing SAP-generated invoices, since the existing service provider was unable to process SAP output.

"After testing a number of solutions available on the market, we opted for Esker DeliveryWare, which was the most comprehensive. In fact, we soon realized that it offered a wide range of SAP-related functionalities above and beyond invoicing (mail and e-mail automation, archiving, etc.), thereby providing immediate and concrete solutions to a variety of problems, including communication with customers and suppliers, transmission of payslips, order confirmations and delivery notifications. Since rollout, we have become victims of the success of Esker DeliveryWare by receiving an increasing number of internal requests from employees wishing to use the solution for new business document management processes," said Laurent Pascal, Head of IT development at STILL.

STILL currently uses Esker DeliveryWare combined with the Esker on Demand service to automate more than eight business document processes: payslips, order confirmations, supplier payment notices, customer debit notices, long-term rental invoicing, customer account statements, export delivery confirmations and assembly slips.

This new system enables STILL to:

- automate and mail more than 10,000 documents on demand monthly (payslips, order confirmations, payment notices, etc.);
- archive documents electronically (a single user in each department has access to the archives): for example, assembly slips are scanned before being archived using the Esker solution; and
- eliminate paper documents from certain processes: export delivery slips, which used to be faxed manually, are sent automatically by e-mail, effectively avoiding shipping delays.

For STILL, this means:

- a single solution for managing and automating all document processes
- fully-automated integration within the SAP applications package
- re-allocation of employees to higher added-value tasks
- traceability for all mail, faxes, e-mails, etc.
- electronic archiving capabilities
- follow-up on mail non-deliverables due to incorrect addresses, etc.

Following the successful implementation of the solution, STILL plans to use Esker DeliveryWare for after-sales invoicing, which will create a total of 18,000 documents handled monthly. They also plan to automate financial processes, which will enable them to send invoices electronically to customers demanding this method of transmission beginning in 2007.

**About Still** ■ [www.still-fr.com](http://www.still-fr.com)

For a long time STILL has been one of the leading suppliers of forklift trucks, platform trucks and tractors. With 1,000 employees in France, 199 dealerships worldwide and sales of 275 million euros, STILL is successfully active on an international scale.

#### **About Esker**

Esker is a recognized leader in helping organizations streamline manual, paper-intensive processes and reduce the use of paper by automating the flow of documents into, within and outside the organization. With patented document delivery automation software (Esker DeliveryWare) and hosted document delivery services (FlyDoc), Esker offers a total solution to automate every phase and every type of business information exchange. Customers gain significant and immediate operational efficiencies, cost savings and measurable ROI in as little as three to six months. Founded in 1985, Esker operates globally and has over 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) or [www.flydoc.com](http://www.flydoc.com).

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