



## SAVING TIME & MONEY ON DOCUMENT DELIVERY WITH ESKER CLOUD FAX SERVICES

Focusing on its core business, Franke Artemis Group integrated Esker within its SAP® environment to achieve global fax communication.

Swiss-based Franke Artemis Group, an industrial manufacturer, recently outsourced its fax communication — keeping with the group's corporate philosophy of focusing on its core business to the greatest extent possible. Franke chose Esker Cloud Fax Services for SAP® Business Suite — a secure, transparent and cost-saving solution that supports global fax communication for business-critical documents such as purchase orders (POs) and delivery confirmations.

"The number of business-critical documents we were sending and receiving every month was in high five figures, and when we introduced SAP, our diverse and aging fax communication infrastructure just couldn't cope," said the IT Project Manager at Franke. "Without having to invest in hardware, software, countless interfaces and expert knowledge, we now have a flexible and intelligent cloud computing solution for fax communication in both SAP and other systems."

A number of industry-leading vendors expressed interest in providing the new fax communication solution for Franke — but Esker's global presence and wide range of on-demand solutions made them an immediate favorite. "We were looking for an integrated global solution that could optimize the document workflow and outsource maintenance, servicing and administration — Esker had it all," said the IT Project Manager.

### Esker Cloud Fax Services

With its expertise in global cloud computing, Esker was the ideal choice: a partner who could optimally respond to Franke's current and future requirements.

One of the key factors that won the Franke contract for Esker was the option of pay-per-use billing for each country after the international rollout. Although the Franke companies located in different countries are all linked to the same SAP system, each company is billed separately for the on-demand service based on the volume used.



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IT Project Manager



"More and more businesses are considering outsourcing parts of their IT infrastructure and leveraging processing power, storage and software as a service over the Internet. You only pay for the functions and services you actually use," explains Esker CEO Jean-Michel Bérard. "Our on-demand solutions have been fulfilling this need for many years, which is shown by the fact that cloud services make up a large proportion of Esker's business."

### The technology

Once the contract was signed, the Esker Professional Services team catalogued Franke's exact requirements and implemented them with the help of the customer and an international project team. Esker Cloud Fax Services is now seamlessly integrated in Franke's SAP applications, allowing faxes to be sent directly from SAP without any additional hardware or software. They can also be sent from other applications (e.g., Word) with the help of a virtual printer driver. The documents, mostly order confirmations, are automatically sent to the nearest fax hub to achieve the lowest possible costs (a process known as least-cost routing).

The communication interface is SAP Remote Function Call (RFC) — a secure, encrypted link between SAProuters. SAProuter is an autonomous program in the SAP system that establishes network connections and serves as a firewall that only permits certain connections. The use of SAProuter-to-SAProuter communication eliminates the need to install extra software in order to integrate the fax service into an SAP system and provides their documents with added security.

Incoming faxes, mainly for complex parts orders, are also an essential element of Franke's fax communication. With fax as a service, the fax documents for each order can be received at the addressee's own workstation in either TIFF or PDF format. The solution allows local incoming fax numbers from over 40 countries, with thousands of prefix ranges or international service numbers, to be activated in mere seconds. This means that fax messages can be easily forwarded to a group or department by email.



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## Benefits

After implementation, Franke experienced optimized fax communication services bringing new benefits such as:

- Pay-per-use payment model
- No investments in hardware, software or upgrades
- No internal operational costs
- Reliable and secure service with 24/7 availability
- 100% of messages traced through status reports in the SAP system

As a further benefit, detailed transmission reports provide absolute transparency. The user can track the fax status in real time and, on request, immediately view detailed reports with metrics on processing time and volume in the SAP system. No fax can get lost, and any bottlenecks in fax communication are detected and reported immediately.

### Franke Artemis Group

The Franke Group, founded in 1911, is a global leading manufacturer of intelligent systems for domestic kitchens, professional food service, coffee preparation, beverage delivery and hygiene solutions. Headquartered in Aarburg, Switzerland, the group employs 12,000 people with a global presence at 72 subsidiaries on four continents and exports to over 100 countries — generating revenues of CHF 2.1 billion.

The Franke Group belongs to the Artemis Group and consists of five businesses: Franke Kitchen Systems, Franke Foodservice Systems, Franke Water Systems, Franke Coffee Systems and Franke Beverage Systems.

[www.franke.com](http://www.franke.com)

