FAX SERVICES AUTOMATION FOR SAP®

Understanding Why and How Esker's Cloud-Based Solution Is Used

Cloud-based services for fax communication are gaining popularity amongst businesses that wish to reduce costs, simplify IT landscapes and streamline critical business processes. Using its document process automation platform, Esker Cloud Fax Services enables automatic faxing as a fully cloud-based service, directly within a business's SAP environment. Esker allows businesses to securely send and receive faxes from any SAP application with no hardware or software investment.

Key Benefits of Automation

Based on Esker customer results, typical benefits achieved by organisations using Esker Cloud Fax Services include:

- Up to 75% faster fax order processing speeds
- Fax delivery costs cut by 50% with least-cost routing through Esker's network of data centres
- Higher productivity with 100% on-demand and real-time faxing
- SAP Certified Integration
- Full fax traceability & status visibility with SAP systems
- Strengthened customer service

Cloud Fax Services Challenges

Traditional faxing methods leave businesses vulnerable to higher costs, increased errors and slower document processing times. The emergence of cloud fax services enables more and more businesses to address the inefficiencies of fax machines, the functional limitations of basic outsourced fax services and typical manual challenges including:

- Costly equipment and maintenance
- No real-time tracking or visibility
- New interfaces to learn
- Complex SAP integration
- Unsecure architecture
- Low customer satisfaction rates

Integration with SAP Systems

Esker is an SAP software solution and technology partner with certified integrations, which provides external output integration within an SAP system.

Esker Cloud Fax Services has a wide-ranging compatibility with SAP applications, enabling companies to maximise their investment. Faxes are sent and received directly in the application and subsequently, there is no new interface to learn or training required.

Esker's technology is flexible enough to work with virtually any business infrastructure, and its workflow functions operate independently so businesses can easily connect multiple applications to different subsidiaries or company departments.
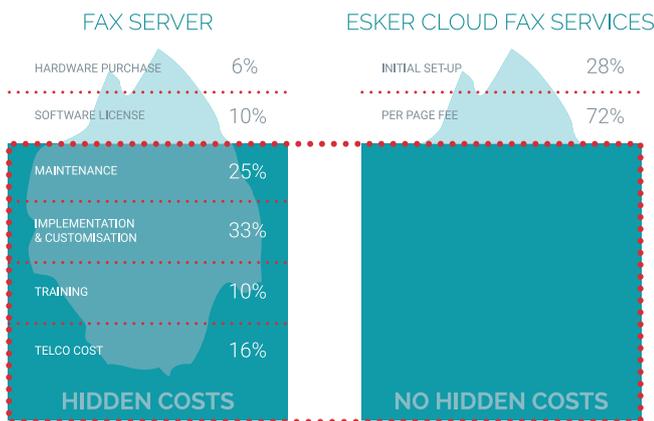
Sending Fax from SAP Systems

SAP applications
SAP Business Workplace

Document arrives to the Esker on Demand platform

Document is routed via the Esker data centre best suited to deliver cost savings

Recipient receives fax

Receiving Fax directly into SAP Systems

User selects an Esker on Demand fax number from 4,300 cities in over 45 countries

Document is sent to the Esker on Demand fax number

Document arrives to the Esker on Demand platform

Document is routed directly to the recipient's SAP system

Cost-Effective Alternative to Fax Servers

One of the biggest (and often overlooked) benefits of cloud fax automation is the predictability of the pricing process. Based on a simple pay-per-use pricing model, Esker Cloud Fax Services eliminates the hidden costs (e.g., maintenance, training, etc.) of relying on a fax server. Companies always know what they are spending on fax communication — what they see on the surface is all they pay for.

FAX SERVER

HARDWARE PURCHASE	6%
SOFTWARE LICENSE	10%
MAINTENANCE	25%
IMPLEMENTATION & CUSTOMISATION	33%
TRAINING	10%
TELCO COST	16%

HIDDEN COSTS

ESKER CLOUD FAX SERVICES

INITIAL SET-UP	28%
PER PAGE FEE	72%

NO HIDDEN COSTS

Inside Esker's Solution

With Esker Cloud Fax Services, users submit faxes automatically from their SAP application. The documents are then securely transferred to an Esker data centre where they are processed and faxed according to user specifications.

With no hardware (e.g., fax server, fax board, fax line, etc.), software or maintenance required, companies can benefit from complete mobility to send and receive faxes from any device.

Every fax processed by Esker is tracked with a unique identifier, delivering traceability with real-time status visible directly within SAP. Esker offers aggressive pricing for domestic and international faxing, as well as an extensive network of fax numbers to pick from for receiving faxes.

Global Network & Infrastructure

Esker brings together physical and virtual infrastructure to offer the highest levels of security, flexibility and performance to help organisations protect their confidential information at all costs. Every document is kept safe with service benefits such as:

- Data delivered by secured transmission protocol (SSL)
- Backup and monitoring between Esker's worldwide network of data centres (in U.S., France and Australia) provides 24/7/365 availability and security
- Scalable architecture based on Esker's proprietary fax server software backed by years of experience in the fax industry
- High availability cluster technology offers internal redundancies to counter any possible hardware failure
- System of dynamic line allocation and routing results in zero contractual delays
- Intelligent and robust management of failed transmission (multiple retries in the event of busy signals)
- Significant time and cost savings as faxes are sent from the data centre closest to the fax destination
- SSAE 16 and ISAE 3402 Type 1 and Type 2 compliant
- HIPAA/HITECH compliant

ESKER®
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