

Hyundai Translead

Esker delivers new productivity and efficiency gains



Founded in 1989, Hyundai Translead is a subsidiary of Hyundai Motor Co. Hyundai Translead is a leading producer of van trailers, container chassis, domestic containers and refrigerated containers for the North American transportation industry. Hyundai Translead has been ISO certified since 1996 and is celebrating 10 years of trailer production in 2004.

CHALLENGE: REPLACE AN OUTDATED SOLUTION

CONFIGURATION:

- Server:
HP/Compaq
- Operating System:
Microsoft Windows 2003
- Applications:
SAP R/3 and Microsoft Exchange

Hyundai Translead was using a desktop fax product that was no longer supported by its manufacturer. They needed to replace this product with a comprehensive solution to automate delivery of business-critical documents from SAP®, as well as provide desktop fax capabilities to 400 Microsoft® Exchange end users. Additionally, Hyundai Translead wanted a solution that integrated quickly and easily into their environment without disrupting business operations or creating a heavy burden on IT staff.

Joseph Preski, Hyundai Translead vice president of MIS, began the search for a replacement by talking to his fax board vendor at an ASUG (Americas SAP Users' Group) chapter meeting. Preski remembers, "My fax board representative recommended two products — RightFax and Esker." Acting on this advice, Preski evaluated both solutions, and chose Esker DeliveryWare to achieve Hyundai Translead's objectives.

SOLUTION: ESKER DELIVERYWARE PLATFORM

Esker DeliveryWare's native integration with SAP and its business rules engine were recognizable benefits to Hyundai Translead. Preski confirms, "Esker's solution was by far the best choice. It's so flexible — and we can make document changes ourselves without the necessity to customize SAP."



Preski also understood the benefits of multi-channel delivery capabilities. "The Esker solution allows our end users so many more options," Preski explained. With Esker DeliveryWare, Hyundai Translead automates and streamlines delivery of its invoices, shipping notices, purchase orders, and other SAP documents so their suppliers can receive the information instantly via fax, email, PDF, wireless, print, or XML.

And because Esker DeliveryWare also integrates seamlessly with Microsoft Exchange, end users can send, receive, and manage faxes through their Outlook or Exchange email boxes.

BENEFITS/FUTURE IMPROVEMENTS

Esker DeliveryWare is the only solution that uses a business rules engine — making automation simple and eliminating the need for custom programming. Esker DeliveryWare recognizes the content of Hyundai Translead's SAP output, then instantly generates, addresses, and delivers finished documents to the right recipients. DeliveryWare Rules are set at the server within an easy, graphical designer. Since implementing Esker DeliveryWare, Hyundai Translead has created new DeliveryWare Rules on their own, enabling them to automate the creation and distribution of additional documents without the custom programming of SAP.

In operation, Esker DeliveryWare Platform accelerates document delivery and reduces business cycle times, lowers the costs of communication, and improves service levels to every information recipient. Says Preski, "We consider ourselves a technology leader, and Esker DeliveryWare helps us maintain that reputation."

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— Joseph Preski, Vice President of MIS, Hyundai Translead

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