



SAP France – Training Department

Thanks to Esker DeliveryWare, SAP France's training center has considerably reduced the delivery time of its invoices and thereby improved its productivity



SAP the recognized leader in providing collaborative business solutions for all types of industries and for every major market, has implemented Esker DeliveryWare at its French training center. The result has been improved customer service and improved productivity.

Challenge

The SAP France training center provides a full range of courses to SAP's customers. About 600 people receive training every month, which generates many documents especially when it comes to delivering invoices.

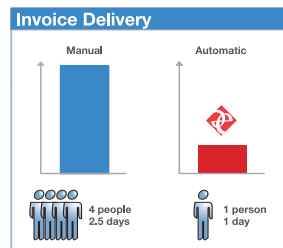
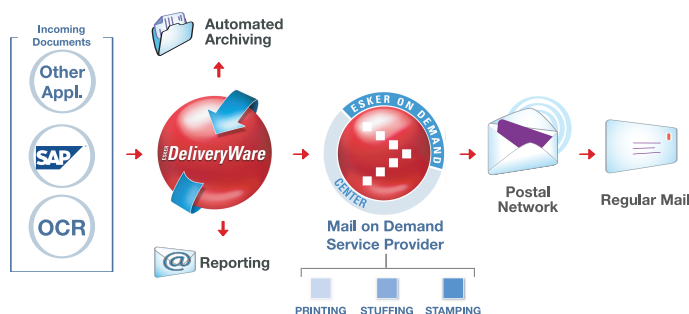
To be valid, an invoice must be sent with a course description, a copy of the signed attendance sheet, and the attendee's course certificate. All of these documents are issued from different sources and gathering them together is time-consuming and tedious.

Every month, the delivery of invoices to the training center customers requires two and a half days of work for four people, which is approximately 80 hours of manual work.

The training center needed to eliminate this low added-value and resource-consuming manual work. SAP wanted a simple solution that enabled it to optimize its customer relations by automating its document flow: training requests received by fax, course descriptions in PDF format, scanned attendance sheets, and invoices and attendee course certificates generated by SAP R/3.

Solution

Esker DeliveryWare is a complete solution that provides end-to-end document automation: recognition of raw data input from SAP R/3 in RDI format, document layout and formatting of invoices and attendance sheets, then automatic delivery of these documents.



In parallel, the signed attendance sheets are scanned and optical character recognition software extracts the information necessary for processing.

When an invoice printing request has been started in SAP, Esker DeliveryWare automatically retrieves all of the documents required for the invoice, joins them together, and sends them to the Esker On Demand Center for printing and mailing.

The only human intervention consists of handling exceptions. This validation takes one day of manual work and could be eliminated if desired by SAP, thereby reducing to zero the amount of manual work for invoice delivery from the training center.

Benefits

- Time and productivity gains: Training assistants now devote their time to more important tasks
- Reduction in the training payment cycle by three days
- Reduction of more than 60% in the cost of mailing invoices

Esker DeliveryWare frees the SAP training center from manual work by automating the flow of documents and provides significant operational cost savings. As a result of the success of this project, other departments in SAP are interested in the Esker DeliveryWare solution: sales administration, marketing, general administration and purchasing.

Thanks to Esker DeliveryWare, sending out invoices has been completely automated, allowing the training assistants to devote their time to more important tasks.

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