



Engelhard

Engelhard cut the cost of communication with Esker DeliveryWare



Every single day, customers from all over the world use Engelhard's Industrial Bullion Exchange to purchase a variety of precious metals from platinum to palladium. To ensure that trade confirmations and price updates are delivered to their customers reliably, efficiently and in the required formats, Engelhard, the world's largest surface and material science company, have selected Esker DeliveryWare.

Configuration

- **Server:** NT, Lotus Domino
- **Applications:** Microsoft Outlook, Lotus Notes, various commodity trading applications

Challenge

After deciding to scrap an ageing and inefficient Fax and Telex system, Engelhard's goal was to find a solution that would enable them to deliver trade confirmations and price updates to customers from a number of existing applications within the enterprise via email, automated fax and Telex.

"We send out millions of dollars worth of transactions per day to customers and traders all over the world," says James Walker, Technical Support Manager for Engelhard. "We therefore wanted a solution that could deliver vital information to customers reliably as well as providing us with some sort of tracking utility."

Customer Requirements

The solution that was implemented needed to satisfy a number of stringent requirements. As well as having to integrate with Microsoft Office, IBM Lotus Notes, and some proprietary commodity trading applications, the new solution would have to offer the option of trade confirmation delivery via Telex.

Solutions

After looking at a number of possible solutions, Engelhard concluded that Esker DeliveryWare provided the most complete and scalable solution for the enterprise. With DeliveryWare, Engelhard are able to deliver trade confirmations to customers via the required methods, email, automated fax and Telex.

"The time to respond to customer requests is now minutes instead of days."

James Walker ▪ Technical Support Manager ▪ Engelhard

In addition, Engelhard employees are now able to receive emails notifying them that the trade confirmations have been received. Featuring General Document Recognition™ (GDR™), Esker's state-of-the-art intelligent automation technology, DeliveryWare transforms and delivers Engelhard's data faster and more efficiently than any other solution. GDR recognises the content of their business-critical application output, then based on this recognition, instantly generates, addresses, and delivers trade confirmations to the right recipients. DeliveryWare automation eliminates any need to modify application-level code — all rules are set at the server within the easy, graphical DeliveryWare Designer.

Benefits

With Esker DeliveryWare, Engelhard automates and streamlines the delivery of business-critical documents so that their customers receive the information instantly in the formats they want — email, automated fax and Telex. Esker DeliveryWare also provides Engelhard with measurable financial benefits: reduction of manual delivery costs as well as gains in efficiency, productivity and customer service.

"One of the principal advantages Esker DeliveryWare had over the other products we looked at was the fact that it didn't require us to make changes to our existing systems."

James Walker ▪ Technical Support Manager ▪ Engelhard

"The Esker solution vastly reduced our manual processes," says Walker, "and the time to respond to customer requests is now minutes instead of days. We now use more efficient delivery methods than we could before and have much better logging, audit control, and cost centre management than was previously possible."

Industry-first automation and ease of use ensure immediate return on Engelhard's investment. Within days of installation, the Esker solution starts delivering vital business information. In operation, Esker DeliveryWare accelerates document delivery and reduces business cycle times, lowers the cost of communication, and improves service levels to every information recipient.

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