



# Hollister

With Esker DeliveryWare, Hollister streamlines delivery of documents generated by SAP R/3



Hollister manufactures healthcare products at facilities in the United States and Europe, buying goods and materials from mid-chain manufacturers on both continents and selling its products through distributors and retailers in 90 countries. On both sides of the supply chain, Hollister does business with companies of all kinds, from the Global 500 to small local retailers.

### Challenge

With supply chain document volumes approaching 250,000 items annually, manual delivery had a significant impact on efficiency and productivity. *"Hollister buyers processed and manually faxed over 90% of purchase orders,"* said Greg Rabus, senior corporate buyer at Hollister. *"The time they spent faxing was time they didn't spend buying."* For delivery of invoices and other fulfillment documents, customer service personnel at Hollister devoted a significant part of their work day to printing, sorting, stuffing and mailing by hand.

The costs of manual, paper-based delivery were high. To mail invoices and manually fax purchase orders, Hollister spent an estimated £59,804 per year for hardcopy supplies, postage, telecom and post-print labour (taking a document from the printer and faxing or mailing it).

### Solution

Esker DeliveryWare intelligently transforms enterprise application output into electronic documents and delivers them via web, wireless, email, PDF, fax, Mail on Demand, print and other channels. Esker DeliveryWare automates document-driven business processes with patent-pending business rules automation technology, which recognises the content of print streams or documents and, based on this content, automatically converts, formats, and routes the new e-documents.

Esker DeliveryWare formats Hollister's SAP output as TIFF files, applies auto-signatures, retrieves recipient fax numbers, and transmits the faxes. It also prints copies of purchase orders at Hollister manufacturing facilities. And if a purchase order transmission fails, Esker DeliveryWare sends an email notification, with purchase order attached, to the SMTP inbox of the appropriate buyer.

Esker's SAP certified integration was critical to Hollister's decision to implement Esker DeliveryWare. Hollister installed Esker DeliveryWare and Connector for mySAP.com®, enabling R/3 to pass batch or ad-hoc documents through ComServer™ to Esker DeliveryWare and the DeliveryWare rules engine.

**From an SAP-integration perspective, our Esker DeliveryWare implementation went very smoothly, which is exactly the way it delivers our documents."**

Joel Cox ■ Manager of global technical services  
■ Hollister

### Benefits

Choosing Esker DeliveryWare to automate processing of its POs initially, Hollister rapidly improved the efficiency and productivity of corporate buyers, freeing them to focus on purchasing rather than document handling. As the result of rolling out delivery of other document types, Hollister projected payback on its Esker DeliveryWare investment during the first year of implementation. When Esker DeliveryWare is delivering all of Hollister's supply chain documents — purchase orders, RFQs, invoices, order confirmations, etc. — the company estimates annual savings of £49,851.

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