



Remeha

Remeha optimise inventory management with Esker DeliveryWare



Based in Appeldorn, Netherlands, Remeha is one of Europe's leading manufacturers of domestic and industrial boilers. Remeha boilers are installed in countries around the world, from Europe to Asia. In an effort to reduce inventory levels, cut document delivery costs and improve the quality of communication with its suppliers, Remeha has implemented Esker DeliveryWare Platform.

Configuration

- Servers: AS/400
- Applications: BPCS

Business Challenges

After a thorough evaluation of their procurement practices, Remeha was keen to find a way to deliver more streamlined communications processes as well as reducing inventory levels and their associated costs. "We wanted to increase the efficiency of our purchasing and planning processes," says Edu Veldhuis, Purchasing Manager for Remeha, "especially with regard to the way we exchanged various types of information with our suppliers and partners."

During the daily cycle of Remeha's supply chain, procurement-critical documents are generated by their BPCS ERP system in addition to various desktop applications like Word, Excel and Lotus Notes. These documents include purchase orders, RFQs, vendor schedules and contract documents, the majority of which were faxed by hand or posted in the traditional manner. Remeha's processes incurred high labour cost and high physical costs associated with the manual preparation and delivery of business-critical documents. "The aim was to reduce the number of operations that did not add value," says Veldhuis.

Customer Requirements

Remeha had to automate the delivery of their documents from their BPCS system without causing any disruption to the daily business. In addition, Remeha's suppliers had been requesting that the quality of documents they received needed to improve. Potential impacts of failing to rectify this situation included breaks in the supply chain and increased transactional costs for Remeha, their customers and their suppliers. Says Veldhuis, "We required a flexible solution to remove the time and costs involved with the current process while also improving the quality of documents being delivered and increasing the accuracy and timeliness of our supplier communications."

Solutions

Remeha needed a solution provider who understood the critical nature and complexities of their current business processes and their project objectives. They were aware of the potential benefits of a document delivery solution but were concerned about having to make any major changes that would be disruptive to their supply chain. "We needed a document delivery platform that would work together with our current ERP system without creating complicated customisations," says Veldhuis. "We chose Esker because the DeliveryWare solution is flexible, cost-effective, easy to use, and required no modifications to our existing BPCS system."

Featuring DeliveryWare Rules™, Esker's state-of-the-art intelligent automation technology, Esker DeliveryWare transforms and delivers Remeha's procurement-related data faster and more efficiently than any other solution. Esker DeliveryWare recognises the content of their BPCS output, then based on this recognition, instantly generates, addresses, and delivers new documents to the right recipients. A copy of each purchase order is also sent to the purchasing manager for approval before it is dispatched electronically to suppliers in the formats they request.

Benefits

By automating the instant delivery of purchase orders and vendor schedules, Remeha has been able to reduce inventory levels as well as remove the time and costs associated with the manual preparation and delivery of business-critical documents. Remeha's Purchasing Department alone will save 10 man-hours per week with Esker DeliveryWare.

In addition, Remeha are improving business relationships by providing their suppliers with instant, error-free communications in the formats they request. "Complaints we used to receive from suppliers that their documents had not arrived were unreadable have disappeared," says Veldhuis.

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Esker Ltd. ▪ Durham House ▪ Wyvern Business Park Stanier Way
DE21 6BF Derby ▪ Derbyshire ▪ United Kingdom
Tel: +44 (0) 1332 54 8181 ▪ Fax: +44 (0) 1332 54 8160
info@esker.co.uk ▪ www.esker.co.uk