



## SAP France — Training Department

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



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

### Enterprise Profile:

Provider of collaborative business solutions for all types of industries and for every major market

### Objectives

Automate document management procedures for subscribing and invoice delivery of the SAP training centre to free internal resources and concentrate on core activities

### Solution

Deployed Esker DeliveryWare solution to automatically format and distribute training centre documents: course description, signed attendance sheet, attendee certificate, and invoice

### Benefits and Advantages

- Save more than 60% of invoicing mailing costs
- Significant productivity gains
- Reduction in the invoice payment cycle

### Architecture

- Composition and distribution: Esker DeliveryWare 3.5 FP1 (SAP certified solution)
- ERP: SAP R/3
- Esker DeliveryWare OCR technology

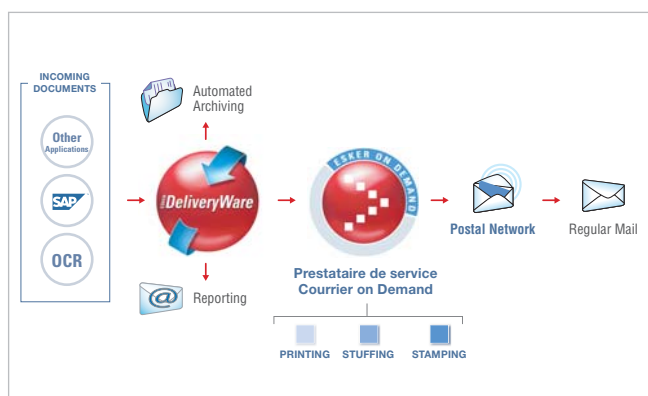
### The situation

The SAP France training centre provides a full range of courses to SAP's customers. About 600 people receive training every month, which generates many documents especially when 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 these documents are issued from different sources and gathering them together is time-consuming and tedious.

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

### The problem



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

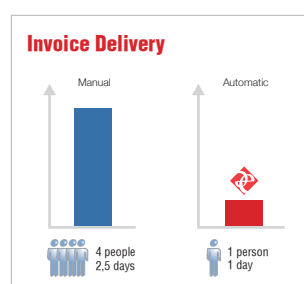
Fatiha Benaini ▪ Sales Administration Manager ▪  
SAP France Training Department

# Esker DeliveryWare enabled us to reduce the cost of sending invoices from our training centre by 60% and to improve our productivity significantly.

Fatiha Benaini ■ Sales Administration Manager ■ SAP France Training Department

The training centre needed to eliminate this low added-value and resource-consuming manual work. SAP wanted a simple solution that enabled it to optimise 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.

## The solution



Esker DeliveryWare is a complete solution that provides end-to-end document management: 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 recognition.

When an invoice printing request has been started in SAP, Esker Delivery retrieves all the documents required for the invoice, joins them together, and send them for printing and mailing at the Esker Mail on Demand service.

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

## The benefits

- **Time and productivity gains:** Training assistants now devote their time to more important tasks
- **Reduction in the payment cycle** for training by three days
- **Reduction of more than 60%** in the cost of distributing invoicing mail thanks to an external service provider

Esker DeliveryWare frees the SAP training centre 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.

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