



TTX Company

Optimizing multiple-source document delivery with Esker DeliveryWare



TTX Company, the leading North American provider of railroad equipment leasing and related services, chose an Esker fax server solution in 1994. That relationship led to implementation of Esker DeliveryWare to transform ERP and other enterprise application output into electronic documents, and automate their delivery via fax, email, and PDF.

Challenge: E-deliver documents from multiple systems

Having recognized the value of automated business communication, TTX was ready to expand beyond fax. They needed the ability to distribute reports from IBM mainframe applications (including railcar maintenance updates, inventory information, and account information for TTX's owner-railroads) by converting them to PDF for delivery as email attachments.

In addition, TTX had identified a costly inbound fax problem. In the TTX logistics center, inbound faxes from small suppliers arrived at fax machines and required manual handling by TTX personnel.

Solution: Esker DeliveryWare

TTX implemented the SAP®-certified Esker DeliveryWare Platform and Connector for mySAP.com® to gain the flexibility and efficiency they needed. Esker DeliveryWare provides a comprehensive solution to optimize communication with customers, suppliers, and business partners — including automated delivery of purchase orders and reports from SAP R/3® and IBM® mainframe, and routing of inbound faxes directly to workers' desktops.

Two core Esker DeliveryWare technologies give TTX the ability to streamline document-centric business processes. Crystal Reports® Professional, included in Esker DeliveryWare, provides advanced document design and reporting capabilities. And Esker DeliveryWare's patent-pending business rules automation engine recognizes the content of print streams or document output; then, based on this content, invokes rules to select, organize, and place data into new document layouts. From unformatted plain-text application output, Esker DeliveryWare

generates professionally formatted documents with appropriate business information.

According to Brian Cipriano, senior network engineer at TTX, "Esker DeliveryWare is unlimited in terms of output it can handle and documents it can deliver."

Benefits/future improvements

TTX recognized the benefits of Esker DeliveryWare right away. "Greater efficiency, improved communication, and lower costs," said Cipriano. "Plus, Esker DeliveryWare extends the value of our core information systems — SAP, IBM mainframe, and enterprise networks — by automatically transforming application-generated documents into fax, email, PDF, or web page."

With Esker DeliveryWare's fax automation capabilities, TTX is able to meet the needs of its many smaller suppliers at the lowest possible expense. Email delivery of reports as PDFs reduces delivery costs to virtually zero while providing business information in real time, in the format employees and partners prefer. And inbound fax routing means improved response to suppliers and productivity in the logistics center.

Now, with Esker DeliveryWare, we can take our document communication to another level with economical, recipient appropriate document automation and delivery.

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