



Komori Corporation

Routing field documents into Oracle via desktop faxing



Komori Corporation is a Japanese printing press manufacturer with North American headquarters in Chicago, IL. Komori America provides lithographic printing presses to commercial printing companies throughout the US and Canada. Komori employs 156 people in North America – half of whom work at

the headquarters, the other half make up the service and sales team working in the field. Andy Katz is currently Komori's Director of IT, and was recruited from his position as a product manager to be the technical lead on the implementation of an Oracle ERP system. The company went live with the software in April 2007.

Challenge: Transferring information online to a centralised ERP system

Prior to the implementation of Oracle, Komori was using an older, customised ERP platform. This system lacked the ability to centralise and manage business information in one place. Stephan Carter, President and COO of Komori America Corporation recognised the inefficiencies and drove the call for change. The objective was to achieve company-wide process management.

"Before Oracle, IT had been considered somewhat of an afterthought, that was, until we realised how much time and money could be saved by getting proper processes in place to get things done. There were islands of information and knowledge transfer among departments was not efficient," said Katz. "However, with the launch of Oracle internally, we really turned things around. Technology became a critical function of our business and the Oracle system provided a standard platform across the company to share information. We knew the money saved with efficiency would directly improve the bottom line, as well as increase our responsiveness, both internally and externally with our customers."

This technology overhaul was particularly important to the people working in the field – service coordinators, service technicians and salespeople.

Before, when a customer requested a company representative to follow up on a problem, the regional service coordinator (in the area closest to that customer) would call the service technician and provide the information necessary for the service call. On-site, after the service technician fulfilled the job, the same person completed the paperwork and had the customer sign the document. From there the paper was sent via FedEx back to each regional office where it was reviewed and verified and then manually entered into the legacy ERP system. The last step was to follow up by sending an invoice to the customer for the service, if it was not covered under a warranty agreement.

Now with Oracle, that transfer of information can be processed online. The regional service coordinator and the service technician work together within the

centralised system and the follow up actions, such as verification and invoicing, can be handled immediately.

However, the IT team still noticed one snag in the process – the Oracle system did not have the technological means for digital signing. When the service technicians were on-site, they required the customer's signature to prove the job was completed as requested. They had no way of capturing the signature and automatically inserting into the Oracle system along with the other job information.

"We thought about getting a printer for each employee in the field. That way they could print the document from Oracle and have it signed, but that equipment was too cumbersome for the people that had to fly from location to location," said Katz. "What we needed was a web-based document delivery service, particularly focusing on faxing."

Solution: Esker On Demand Online Mail and Fax Service

After conducting an Internet search for online fax services, Komori came across the Esker On Demand service and a solution from eFax. The team carried out trials with both, but quickly agreed that Esker On Demand was the best answer to its problem.

Esker On Demand is an on-demand service that enables organizations to send invoices and other business documents via email, fax or postal mail directly from user desktops and enterprise applications like Oracle. Because the service does not require capital investment in fax servers or mailroom equipment, nor a commitment to minimum document volumes, Esker On Demand represents a highly cost-effective way to equip an organisation with high capacity fax and mailroom capabilities.

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"After looking at Esker On Demand, we were sold. The service worked seamlessly with Oracle and the pricing structure was better than anything else we saw," said Katz. "It was also incredibly easy to set up. I had my trial account configured and running in minutes. All of these factors just pushed Esker On Demand over the edge."

Komori rolled out the implementation of Esker On Demand on a regional basis, training the service technicians one area of the US at a time. Each region – East, West, and Central East /West– was set up with an inbound fax number. Esker On Demand service was to be used for inbound fax delivery of the signed service report documents.

Now, the service technicians are able to fax the signed document using one of Esker On Demand fax numbers. The fax is received as a PDF attachment in an email at each of the regional offices and then routed into Oracle.

"We were all really impressed with Esker On Demand. The time it took to send the documents after a job was completed is now about two and a half minutes. Before, our guys were trying to use the FedEx delivery service and manually entering information from remote locations, and that was taking way too long," said Katz.

"This system is not only simple, it also assures that we are accountable for the work we do. Delivery of the signed documents proves we are following through on our customer requests. The service also allows us to easily switch the inbound fax number to another employee's email box if that person is going to be out of the office. The flexibility is another great benefit."

Komori's service technicians are deployed across the entire country. Each week, the company handles a minimum of 240 faxes being sent in from the field.

"Selecting an on demand hosted service was a very important decision. Again, the model was simple to roll out and, even more importantly, our guys didn't have to learn a complex new procedure: it's as easy as hitting "Print" from inside Oracle. We always expect resistance to any new technology, but there were no complaints. Everyone here loves Esker On Demand," said Katz.

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