



# BAG MAKERS SUCCESS STORY

## OPTIMISING THE ENTRY & ARCHIVING OF CUSTOMER ORDERS VIA END-TO-END AUTOMATION

### BACKGROUND

Following a successful implementation of SAP® Business One, Bag Makers, a leading imprinted bag supplier, began looking for ways to improve its internal processes even more. The company first heard of Esker at an ASUG SAP Business One Summit, and shortly thereafter, selected Esker to automate fax and email order processing.

Bag Makers' previous method for handling incoming orders was a tedious and time-consuming process that occasionally created challenges for the company, such as:

- Potential for order-entry errors and receipt-to-entry delays
- Low visibility resulting in delayed customer response
- Increasing cost and resource requirements needed

After orders arrived via fax or email, Bag Makers' staff manually keyed the orders into SAP. As with any manual process, this allowed potential for errors and delays. In addition, art files frequently arrived separate from orders, making it hard to match the order up with its associated documentation. Next, the order would be printed and distributed to appropriate departments in different locations throughout the building. Bag Makers sought a solution that would allow for greater efficiency of time and resources, as well as enhanced visibility into order status.



**ESKER NOT ONLY ALLOWED US TO KEEP OUR ORDERS DIGITALLY ARCHIVED, THE SOLUTION ELIMINATED THE NEED TO MANUALLY ENTER THE DATA ALTOGETHER.**

JEREMY BAYNESS | DIRECTOR OF COMPUTER OPERATIONS

### ABOUT BAG MAKERS

**Industry:** Printing  
**ERP:** SAP®  
**Solution:** Order Management

Bag Makers, Inc. is a leading imprinted bag supplier, specialising in non-woven polypropylene, paper, plastic and polyester bags, and printing more than 75 million bags each year. Bag Makers was founded in 1980 to provide quality printing, fast service and lower minimum orders for imprinted bags. More than 30 years later, the company has earned a host of industry awards for outstanding service and quality that has solidified its position as a market leader.

### BENEFITS AT A GLANCE

99.8%

**99.8% accuracy rate** in order entries



**Reduced receipt-to-entry time** from 4-5 hours to 1



**Improved customer response time**



# SOLUTION

Initially, Bag Makers considered using a basic archiving solution to improve its manual operation. However, Bag Makers opted for Esker after seeing the potential for what Esker could do for both the back- and front-end parts of the process.

"We were scanning purchase orders and internal documents and storing them on a server; the assumption was that automating the archiving part of the workflow would solve a lot of our problems," said Jeremy Bayness, Director of Computer Operations at Bag Makers. "Esker not only allowed us to keep our orders digitally archived, the solution eliminated the need to manually enter the data altogether. The **cost savings, reduced processing time and error reductions** were the main drivers in our decision."

## Seamless solution delivery

In addition to the performance of the Order Management solution itself, Bag Makers was equally impressed by the level of support Esker provided throughout the solution delivery process. Bayness said, "I can't say enough about the Professional Services team – **we achieved ROI in only three months!** They seemed to know the pitfalls before we even got to them and helped us avoid a lot of issues."

# BENEFITS

Bag Makers has achieved numerous benefits since implementing Esker, including:



**IMPROVED CUSTOMER RESPONSE TIME** thanks to instant order notifications and confirmations



**REDUCED RECEIPT-TO-ENTRY TIME** from 4-5 hours to 1 hour



**INCREASED EMPLOYEE PRODUCTIVITY** by reallocating to more value-added tasks



**IMPROVED ORDER-ENTRY ACCURACY RATE** to 99.8%



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