Aearo Technologies

Integrating with an SAP application for more flexible, adaptive and comprehensive document delivery

Aearo Technologies is a global leader in the personal protection equipment industry. The company manufactures and sells technologically advanced hearing protection devices, communication headsets, non-prescription and prescription safety eyewear, face shields, reusable and disposable respirators, fall protection equipment and hard hats. Through its Specialty Composites business, Aearo Technologies is a leader in the energy absorbing composites industry. Aearo Technologies has seventeen locations worldwide with corporate headquarters in Indianapolis, Indiana. Its IT control center is in Southbridge, Massachusetts.

Challenge: To implement a multi-channel document delivery solution that will integrate seamlessly with SAP applications

For more than a decade Aearo Technologies' primary ERP system has been SAP. In 2000, responding to a request from the finance department to improve customer communications, the Aearo Technologies team began to look for solutions that would enable the company to send faxes directly from its SAP solution, and Aearo selected ComFax.

"While ComFax provided the capabilities we needed right away, it did not give us the ability to enhance functionalities. Today we need more than just fax to communicate with our customers," said Roman Rozman, Senior Director of Information Technology. "We were constantly receiving requests to make SAP business processes more efficient and ComFax was not providing the support and scalability we needed to meet these customer driven demands."

Aearo Technologies set out again to search for a solution that this time would not only integrate with its SAP application but also be flexible and adaptive to the business requests for more comprehensive document delivery capabilities.

Solution: Esker DeliveryWare

Aearo Technologies' European division, already an Esker Fax customer, recommended the IT team in Southbridge evaluate Esker DeliveryWare.

Esker DeliveryWare automates the exchange of critical SAP application business documents between customers, business partners, and suppliers regardless of source, format, and destination. By automating the flow of documents into, within and outside the organization, Esker DeliveryWare streamlines manual, paper-intensive processes.

"We wanted a solution that would give us the competitive advantage to build and enhance functionalities, increase productivity and reduce costs," said Rozman. "Immediately after we took a look at Esker DeliveryWare we knew everything we needed was there, right out of the box."

With Esker DeliveryWare, Aearo Technologies can automate the delivery of documents, such as invoices, order acknowledgements and advance ship notices directly into and out of its SAP system through fax and email. Aearo Technologies has even set rules to provide users the option to choose among seven different languages to send emails out of its SAP solution. Another unique functionality is web publishing from the SAP application.

Aearo Technologies also used Esker DeliveryWare for fax integration with its email system (Novell GroupWise). Now, Aearo Technologies employees are configured with their own fax numbers to fax documents directly from the desktop to and from their email accounts. For example, accounts receivable documents from banks are now received directly into a shared email folder. There is no longer a physical fax machine involved in the delivery of the document, it's very easy to access and all the information is automatically saved electronically.

"Esker DeliveryWare is a robust product that has allowed us to be successful in a very short period of time," said Jim Griggs, Systems Group Leader in the Information Technology Department. "We've streamlined many business processes with very little technical challenges. The support from Esker and their suggestions have been superb and we look forward to doing much more with the technology in the future across more areas of our organization."

> There is no need for paper at all anymore.
>
> Roman Rozman ▪ Senior Director of Information Technology ▪ Aearo Technologies

> Overall the product is very logical and easy to implement. We required very little help from Esker.
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> Jim Griggs ▪ Systems Group Leader in the Information Technology Department ▪ Aearo Technologies

Support

Aearo Technologies has been very pleased with the Esker customer services, from helping transition solutions, to configuring and developing new rules and providing ongoing support. "We installed Esker DeliveryWare on our own very easily and then received two days of Esker consulting to confirm configurations and learn how to custom build new Esker DeliveryWare rules," said Rozman. "And since the initial set up, the assistance Esker has provided us specifically for enhancing SAP capabilities along the way has been excellent."

Benefits/future plans:

"We have signed a license agreement for 50,000 documents a month," said Griggs. "We are only sending and receiving about 30,000 documents each month, so it may be more than we need right now but there is a lot of potential with the software that will enable us to quickly increase the volume."

Currently, Aearo Technologies has three specific projects in the planning stages with Esker DeliveryWare:

- Inbound purchase order processing to SAP applications using Esker Dynamic Document Capture software to automatically identify key data on incoming orders and populate the SAP system.

- Eliminate physical mailing processes with the Esker Mail on Demand hosted mail service.

- Electronic data interchange (EDI) transactions processed directly with Esker DeliveryWare.

Immediate benefits for Aearo Technologies included:

- Ability to manage documents in the SAP the natively

- Time savings over manual processes

- Flexibility and scalability

- Reduced overhead costs

- Improved customer service

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