



VAILLANT GROUP

SUCCESSFULLY AUTOMATING & OUTSOURCING EDI ORDERS

BACKGROUND

The Vaillant Group is a global market and technology leader in the fields of heating, ventilation and air-conditioning (HVAC) technology. After successfully implementing Esker's Digital Documents BPO solution in 2002, it was only natural that Vaillant turn to Esker a few years later to manage its EDI operations. By combining Esker EDI Services' cloud-based solution and Digital Documents BPO solution, Vaillant has been able to automate its entire order management process, as well as other business processes with EDI.

The partnership between the two companies continues to grow as Vaillant and EDI Services have built up an extensive EDI network with central regulators and customers in the HVAC market. Even today, more than 15 years after the initial EDI operations, the volume continues to steadily increase.

SOLUTION

Vaillant's headquarters in Remscheid Germany, and multiple subsidiaries in France, Austria, the Netherlands, Belgium and Poland are all connected to Esker EDI Services' network and both incoming and outgoing data are processed with Esker's cloud solution. Vaillant uses a wide range of message types to achieve the highest possible degree of automation. In addition to orders and order confirmations, invoices, sales and warehouse reports, delivery notes and payment advices are also exchanged electronically. The connection to Vaillant's SAP® systems takes place via Secure FTP (SFTP).

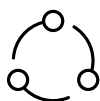
Vaillant's non-EDI incoming orders are processed by Digital Documents BPO service. Orders received by fax or as email attachments are recorded, validated by the Digital Documents team and forwarded to Vaillant via the EDI interface. Time-critical orders are prioritised by an automated rule in order to ensure timely processing and subsequently a timely dispatch of the ordered goods to the customer.



"Over the course of our long partnership, we have been able to build up an extremely reliable EDI operation and an extensive network with our customers. With the combination of Esker EDI Services and Digital Documents, we are able to digitise all incoming orders."

Peter Freund | Head of eBusiness and Internal Sales

BENEFITS



A uniform EDI interface for all incoming orders



Exceptions handling based on extensive market expertise



Large customer, partner and service provider network increases the degree of automation of incoming orders



Reduced costs thanks to existing modern EDI infrastructure — no hardware or software investment needed



EDI rate close to 100 % in order processing with the combination of Esker EDI Services and Digital Documents



High customer satisfaction thanks to fast and efficient processes

KEY STATS

EDI

- 120,000 average EDI messages/month
- Message types used: ORDERS, ORDRSP, DESADV, INVOIC, INVRPT, SLSRPT, REMADV
- 329 connected partners
- Data volume: approx. 1.1 GB/month

Digital Documents

- Close to 400 orders processed each month
- 84% cost savings in order processing (previously €10/order, now €1.66/order)
- < 0.2 % error rate
- Average processing time is less than 15 minutes

"Within no time at all, we had access to a comprehensive infrastructure for a fraction of the cost if we had built one ourselves."

Peter Freund | Head of eBusiness and Internal Sales

ABOUT VAILLANT GROUP

The Vaillant Group is an internationally active family business based in Remscheid, North Rhine-Westphalia, Germany. Founded in 1874 and still 100% family-owned, around 13,000 employees generate an annual turnover of approx. 2.4 billion euros. Vaillant is the world market leader in the field of suspended heaters. A special emphasis puts the tradition enterprise on the development of environmental careful and resource-saving products. Vaillant is also a pioneer in the area of social responsibility with its own specifications and measures for development and products, environment, employees and society.