



Polimeri Europe UK

Polimeri Europa UK finds right formula for faster document delivery with Esker DeliveryWare



Leading global petrochemical products company saves time and costs through more efficient delivery of documents from SAP

The company

Polimeri Europa UK is a leading European producer of synthetic rubber and latices; annual turnover some AUD326,9 M. Its products are sold worldwide and are used by a wide range of companies, from tyre producers to moulded foam mattress manufacturers. The company, in line with group policy has invested in a wide range of technologies including SAP R/3 ERP (Enterprise Resource Planning).

The challenge

Polimeri Europa's UK operation outputs a wide range of documents - including purchase orders, customer order acknowledgements, invoices, statements, remittance advices and quality reports - from its SAP system and was mailing them to customers and suppliers. The company sought to automate these processes and send documents via e-mail to save time and the costs of printing and mailing.

Paul Baker, MIS Project Leader at Polimeri Europa UK, explained: "SAP runs on servers based at our parent company's headquarters in Italy. We were printing out documents from our SAP print spool files and mailing them to customers and suppliers, which was an expensive and time-consuming operation given that we were printing and sending thousands of documents each month."

The solution

The company sought a solution that would integrate with SAP and enable documents to be emailed to recipients. After looking at a few options, Polimeri Europa UK selected Esker DeliveryWare, a solution that reduces the use of paper within business processes by automating the delivery of critical SAP business documents to customers, and suppliers - regardless of source, format, and destination.

"We found that we could implement Esker's software as a 'virtual printer driver'. It automatically reads the appropriate fields in a document, looks up the email addresses in our address book and emails it automatically to recipients," explained Baker. "If there's no email address, it defaults to a local printer for mailing. The process is totally transparent to users and is independent from the SAP servers in Italy, which means we can exercise

more control over our document delivery processes and ensure more rapid and efficient delivery of documents to customers and suppliers."

Polimeri is using Esker DeliveryWare for emailing a wide range of documents. "We started emailing remittance advices through Esker two years ago, and today we're sending around 500 a month, that's 70 per cent of all remittances, by email," said Baker. "We're also emailing 200 customer statements and 500 purchase orders a month using Esker."

The process

One of the important documents that Polimeri produces is a quality report. "When a customer orders rubber from us, it is very important that the grade and the quality specifications are right for that customer, so we produce a detailed quality report for each shipment," explained Baker. "Our warehouse issues a dispatch note and a quality report, a copy of which is automatically emailed to the customer using Esker DeliveryWare. If the customer is abroad it could be a couple of days before the load actually arrives, but receiving the quality report in advance means the customer can review the quality specifications prior to the receipt of the product. Our customers really appreciate that."

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Paul Baker ■ MIS Project Leader Polimeri Europa UK

As part of its inventory management processes, a daily detailed stock report is produced from SAP, basically everything that is in the company's UK warehouse. This is a long, itemised report running to around 70 pages. For managers who just want an at-a-glance look at totals rather than items, Esker provided a solution. Baker explained: "We capture the print spool file for the stock report and use Esker to extract and feed specific data of interest to managers into Crystal Reports. This might include totals of materials by grade, for example. This gives us flexibility and independence from our SAP output on the reporting side and means we can condense a 70-page report to an A4 spreadsheet."

Esker also enables the UK operation to capture the complete daily stock report and put it onto a local file server. *"If our SAP system went down for any reason, our warehouse would have no idea what stock we had. Having this file as a PDF document means we can just print the stock list locally and maintain our delivery schedule. It's an excellent security measure that happens transparently and automatically using Esker."*

The benefits

Since implementing Esker DeliveryWare, Polimeri Europa UK has converted around 75 per cent of its documents to email distribution. *"By far the biggest benefit is the rapid and efficient delivery of business-critical documents to customers and vendors,"* concluded Paul Baker. *"With the reduction in manual processes our staff can spend time on more productive tasks, and we also benefit from cost savings on printing, stationery, and postage. The Esker solution has more than paid for itself."*

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