

Esker Delivers Document Automation Solution to Systagenix Wound Management



Systagenix is committed to providing innovative products and services that provide breakthrough clinical and economic outcomes in the treatment, management and healing of chronic and acute surgical wounds.

“Systagenix meets the wound care needs of modern health care”.

Systagenix offers a complete full line of wound healing products to meet the wound care needs of health care professionals. Systagenix longstanding commitment to skin and wound care began with the development of the first ready-made, ready-to-use surgical dressing in the mid-1880s and continues today with innovative wound care treatments developed by the experienced team of R&D Scientists at the Gargrave Centre of Excellence for Wound Healing in North Yorkshire.

With around 700 employees worldwide, Systagenix distributes products and services to more than a hundred countries. www.systagenix.com

Services

The Challenge

Esker is working with one of the world's leading providers of wound care solutions to improve business processes by streamlining customer care, managing ever increasing volumes of orders, minimising work in progress, eliminating issues of lost orders and reducing process errors thanks to the introduction of its pioneering Document Process Automation Solution.

Systagenix Wound Management has 700 employees worldwide following a management buyout from Johnson and Johnson. Since then the company has experienced rapid growth and has experienced a higher number of orders being received by fax.

As a new business, Systagenix wanted a simple yet powerful fax solution, which Esker provided. However, Systagenix were also impressed by the additional solutions offered by Esker that would enable further improvement on solving their order process challenges.

The Solution

Once Esker began working with Systagenix it soon became obvious that their customer care team provided an excellent service in looking after their customers' requirements with all decisions made with the customer in mind.

Ruth Davidson, Customer Services Director, at Systagenix, explained, *“Our customer care team identified an opportunity to improve the order entry process and have worked with Esker to develop a solution that eliminates paper, automates archiving, streamlines email management and gives complete visibility of orders from receipt to entry into their SAP business system”.*

Systagenix already had a very competent customer care department and therefore required a company such as Esker with significant experience within this area to add additional value to their current processes. Systagenix wanted to maximise the visibility of orders throughout the process, manage the resources as efficient as possible and eliminate manual keying errors.

“ The close working relationship between Esker and Systagenix has also helped to add additional functions, target the resolution of issues and track service levels. ”

Ruth Davidson ■ Customer Services Director ■ Systagenix

“ Esker were extremely professional throughout the installation process and we are confident that their services will continue to meet our needs and exceed our expectations. ”

Dan Robinson ■ Head of IT Technical Services ■ Systagenix

Esker carried out a full business process audit of the company's current operations to ensure it could meet all of Systagenix's needs and the solution has now been installed in 15 European countries with USA to follow shortly.

The Benefits

Esker has installed its innovative Esker on Demand solution for sales order automation for Systagenix. The Esker on Demand solution will allow Systagenix to have more control over its orders and reduce costs by minimising the need for manual data input by staff. In addition, the company will have easy access to historical records and reduce the risk of missing or misplacing orders. Weekly calls between Esker and Systagenix have helped to add additional functions, target the resolution of issues quickly and track service levels easily.

Commenting on the new solution, Dan Robinson, Head of IT Technical Services at Systagenix, said, *"Esker were extremely professional and thorough throughout the installation process and we are confident that their services will continue to meet our needs and exceed our expectations"*.

Ruth Davidson, Customer Services Director, at Systagenix, highlighted, *"The close working relationship between Esker and Systagenix has also helped to add additional functions, target the resolution of issues and track service levels."*

"We have noticed significant improvements in the number of manual errors as a result of the solution. It has almost eliminated the problems we have experienced in the past, where we have received duplicate faxes and manually input them twice." Emmanuel Olivier, Chief Operating Officer, Esker director of Esker Northern Europe, added:

"The Esker on Demand Sales Order Automation solution has been specifically developed with customers such as Systagenix in mind and the industry that they work in. We are delighted to be working with Systagenix and look forward to working with them going forward."

"In light of the difficulties that businesses continue to face in the current economic climate, it is important to ensure that companies are aware of the latest technology to help improve the way that they do business with their customers, while also making significant cost and time savings."

"Our aim is to help organisations reduce the inefficiencies that go with the dependence on paper and reduce the negative impact this causes from ineffective document processing."

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