

Whirlpool Corporation: Speeding the order-to-cash cycle



Whirlpool manufactures appliances across all major categories, including fabric care, cooking, refrigeration, dishwashers, countertop appliances, garage organisation and water filtration.

Whirlpool markets some of the world's most recognised appliance brands, including Whirlpool, Maytag, KitchenAid, Jenn-Air, Amana, Bauknecht, Brastemp and Consul.

The Whirlpool brand is the world's No.1 global appliance brand.

www.lisecharmell.com

Manufacturing Industry

Configuration

- ERP: SAP

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Thomas Ehman ▪ Director,
Global Enablement Services
▪ Whirlpool

World's leading appliance manufacturer selects Esfer DeliveryWare as enterprise standard for automated imaging, storage and document processing to and from SAP.

Esfer selected by Whirlpool to automate document processing

Esfer, the leading provider of intelligently automated document delivery solutions and services, announced today that it has signed a worldwide enterprise agreement with Whirlpool Corporation, the leading manufacturer and marketer of major home appliances, to implement Esfer DeliveryWare for seamless automation of order-related document processes to and from its SAP system.

Esfer DeliveryWare provides a single platform for automating the flow of business transaction documents directly into and out of ERP systems and other enterprise applications eliminating manual order entry and physical document handling to save time, reduce costs and improve accuracy.

Whirlpool integrate Esfer DeliveryWare into its SAP system to automate the processing of documents throughout the entire order-to-cash cycle such as inbound orders, order confirmations and invoice delivery – all of which are manually processed today. With Esfer DeliveryWare, inbound orders will be automatically entered into SAP and immediately archived eliminating the need for manual data entry and allowing for easy document retrieval from within SAP. Order-related documents will be electronically combined and archived and outbound communications to trade partners will be automated. Whirlpool expects to improve order accuracy, reduce order processing cost and time and improve trade partner communication.

With annual sales of over \$13 billion, 68,000 employees, and nearly 50 manufacturing and technology research centers around the globe, Whirlpool estimates it receives over 1.5 million order-related documents each year, and expects to reap significant efficiency gains from the Esfer DeliveryWare implementation.

“We believe that automation of documents in our order-to-cash cycle, such as sales orders and invoices will reduce errors, lessen the load on our own staff and speed payment cycles – and when you're talking about more than a million document a year, that adds up to a significant impact on the bottom line”, said Thomas Ehrman, Director, Global Enablement Services for Whirlpool.

“And we're not going to stop here – we're already working on plans to use Esfer DeliveryWare to further speed other document processes at Whirlpool.”

Esfer certified Partner Dolphin IT Project and Consulting Corporation, a leading integrator of SAP solution-based content management products and services will assist in the implementation for Whirlpool.

“This initiative is a perfect example of another major worldwide brand recognising the massive benefits that document automation can deliver – and the bigger the organisation, the more astounding the savings numbers can be,” said Mike Wenzel, Vice President of Americas Sales for Esfer.

“By combining our technology with the hands-on SAP expertise of a partner like Dolphin IT, Esfer is delivering the easy pathway to document process automation that today's enterprises so urgently seek.”

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