CAPSA Extends its Paperless Office with SaaS Technology via Esker

Corporación Alimentaria Peñasanta, S.A. (CAPSA) collects, treats, manufactures and commercialises dairy products. Its strategic business lines include milk, cream, butter and cheese. With seven production centres across Spain, CAPSA is the largest Spanish dairy company. CAPSA shows great respect for the environment through the careful management of resources, including: water, electricity, fuel, cardboard and plastic. Additionally, the company works tirelessly to reduce CO2 emissions through the use of alternative energies, opting for cleaner fuels and generating less residual waste by recycling over 70% of what it produces.

Food Industry

Configuration

- ERP: SAP
- Environment: technology infrastructure supported by IBM iSeries and xSeries servers with VMware
- Objectives:
  - Reduce costs on fax lines, machines and consumables
  - Decrease time spent on processing documents
  - Eliminate lost faxes
  - Reduce environmental impact by eliminating machines and consumables related to paper-based operations

Wanting to eliminate operational inefficiencies that were harming both the company and the environment, Corporación Alimentaria Peñasanta, S.A. (CAPSA), a leading Spanish milk and dairy company, turned to Esker to automate faxing and the sending of text messages. Thanks to Esker, faxes containing critical milk analysis reports are now sent and received from CAPSA's SAP® application and Short Messaging Services (SMSs). The Esker solution enables CAPSA to automate the sending and receiving of up to 1,000 faxed purchase orders and customer sales orders per month.

Simplified fax communications for greater performance

Already a satisfied Esker customer, using the Esker Fax on-premise solution for over eight years, CAPSA was looking to move "into the cloud" with an on-demand cloud-based solution. Esker's Fax Services for SAP was selected to address the hardware, software and service administration constraints of an on-premise solution. The Esker solution automates CAPSA's faxing as a cloud-based service while seamlessly integrating with SAP, delivering flexibility, performance and reliability with no hardware or software investment. Extended across the entire company, faxes are automatically sent directly from SAP modules and Lotus Notes, and are then received in department email inboxes.

Benefits:

- Up to **70% cost savings** on fax lines, hardware and consumables
- Faxes are **received 10 times** faster
- Faxes are **sent 3 times** faster
- **Elimination of lost faxes**
- **Environmental savings:** nearly 40,000 trees have been saved from being cut down thanks to the company-wide reduction in paper use

> **"The automation of document flow by different channels — fax, SMS, email, postal mail — contributed to the acceleration of our company's internal procedures, enabling us to speed up our production and sales cycles. Esker has helped us achieve our goal of having an 'Electronic Office' (a paperless office), saving not only time and money, but also reducing the size of our carbon footprint."**
>
> **Pedro Rodríguez Valdés ▪ IT Director ▪ CAPSA**

Efficient communications with farmers

The Esker solution has improved daily communications with milk-supplying famers, enabling CAPSA to send over 60 daily SMS text messages directly from its SAP application. Real-time milk analysis results and sanitary control data are fundamental to farmers' jobs and must be received in a timely manner. Thanks to Esker, information is now transmitted faster, securely and more efficiently to all 1,500 famers working with CAPSA.

Previously, analysis results were communicated to farmers by telephone, amounting to over 4,000 monthly calls made by CAPSA staff members. The SMS service not only delivers an improved service to famers, but also saves CAPSA phone costs and frees up its employees' time.

Benefits:

- Significant **financial savings** by eliminating the entire process of printing and mailing documents
- **Results are sent 20 times faster** than with telephone calls, saving both time and money
- Information sent to farmers is **more accurate** and is sent directly to the right person in a concise format
- **Secure delivery:** in the event farmers have problems with their mobile phones an error message is displayed
- **Product quality guaranteed:** from veterinary controls by farmers to analysis in company laboratories, product quality is maintained
- **Operations are streamlined:** farmers no longer have to call CAPSA to get results since data is sent rapidly and automatically to their mobile phones; with this system, CAPSA helps farmers avoid penalties from delivering milk that doesn't meet the required quality standards

"We chose Esker technology because of its proven experience both with document process automation and with SAP environments," said Pedro Rodríguez Valdés, IT Director at CAPSA. *"Their solutions were easy to implement, delivered a quick return on investment and had no hidden costs. In Esker, we have found a true partner. Not only are they helping us meet our objective of having a genuine paperless office, but they are also extremely committed to protecting the environment by reducing the use of paper."*

Environmental commitments

Both Fax Services for SAP and SMS solutions fall under the "electronic office" corporate project implemented by the CAPSA Board of Directors in support of its environmental and sustainable development directives. CAPSA is both socially and environmentally responsible and has reaffirmed this commitment by signing agreements such as the United Nations Global Compact (UNGC).

The principle goal of the "electronic office" is to reduce the use of paper in the office generated from printing, photocopying, faxing and cardboard packaging. Initiated in 2007, this project has already achieved a 50% reduction in paper use (equivalent to €96,000 per year) and this savings has helped CAPSA directly invest in environmental conservation by creating the Central Lechera Asturiana forest. In addition to significant monetary savings, 39,000+ trees have been saved from being cut down and CO2 emissions have been reduced by approximately 10,500 tons (equal to the amount of CO2 emitted by 3,889 gas-powered cars each year).

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