



PRESS RELEASE

Heinz chooses Esker-powered solution to fax purchase orders directly from SAP® system

Global food manufacturer benefits from ability to send SAP system output direct to suppliers

London, UK, 20 December 2004 – Esker Software, a global leader in business document delivery solutions, is providing automated fax delivery capability to H.J. Heinz Company, one of the world's leading suppliers of branded foods, as part of SAP Direct Packaged Services. The Esker solution enables Heinz to achieve time savings and overall communication cost reductions as a result of faxing purchase orders direct from its SAP system.

While working on its first SAP implementation in Europe, Heinz was looking for a simple and scalable solution for sending standard SAP output directly to its suppliers. "Other solutions analysed were expensive or provided functionality that we did not require," said John Glennon, senior project manager with Heinz. Then Heinz found the SAP Automated Fax Packaged Service in the SAP Direct catalogue, and saw a cost-effective way to get the functionality it needed.

As part of this packaged fax service, the Esker solution gives Heinz the ability to output, via fax, a variety of commonly used business documents. "Our fundamental requirement was to fax purchase orders to suppliers direct from our SAP system using fax numbers from the Vendor master file," said Glennon. "The packaged fax solution did this without any problems, and we are now looking to extend the use of the fax capabilities — for example, to fax order acknowledgement reports each evening to our key customers."

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A typical purchasing process requires manual handling of documents such as purchase orders and order acknowledgements, which are archived and copied by various internal and external groups involved in the process.

“By integrating the Esker fax solution directly with their SAP systems, companies can automate inefficient paper based purchasing processes to speed up purchasing, lower administrative costs, reduce errors, and ultimately improve the bottom line,” said Esker CEO Jean-Michel Bérard.

Automation of purchasing document handling typically delivers return on investment within a few months. The entire purchasing process is accelerated, resulting in faster order turnaround. According to Bérard, “Every deployment is different, but past experience shows errors and returns reduced by over 90 percent, paperwork reduced by about 80 percent, and overall purchasing costs cut by up to 90 percent.” As a result, organisations benefit from strengthened relationships with suppliers and are often able to negotiate fast-payment discounts.

Providing the technology behind the automated fax and email solution featured in the SAP Direct Packaged Services catalogue, Esker solutions help SAP customers improve, simplify, or automate their SAP implementations and bring immediate additional value to their SAP investments. SAP works with packaged service provider Proceed Solutions to leverage complementary solutions, such as the Esker solution allowing customers to send either fax or email directly from their SAP systems.

About H.J. Heinz Company

Heinz is the most global U.S.-based food company and one of the world's leading producers and marketers of branded foods to retail and foodservice channels, with number-one or number-two branded businesses in more than 50 world markets. The Heinz brand is a \$2.5 billion global icon and Heinz's top-15 brands account for two-thirds of annual sales.

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About Esker

Esker enables organisations to realise all the business advantages and financial benefits of effective document management **through intelligent delivery of vital business information**. Esker's customer's benefit from streamlined business processes, reduced costs, simplified IT infrastructure, enhanced customer satisfaction, and quality assurance. Esker solutions include:

- ◆ Esker DeliveryWare Platform
- ◆ Esker Fax™, Esker Fax for Notes, and Esker VSI-FAX
- ◆ Esker Host Access, Persona® by Esker, SmarTerm® by Esker, and Tun® Plus by Esker.

With over 70,000 customers worldwide, Esker solutions are used by market leaders in every field, such as EMI Music Australia Pty. Ltd., Queensland Department of Emergency Services, Australian Environmental Protection Agency, Redeal New Zealand, Sony Australia, Starbucks Coffee Company Australia Pty. Ltd., TAB Limited, Travelex Australia, and Winstone Wallboards New Zealand.

Founded in 1985, Esker's global operations span North America, South America, Europe, and Asia/Pacific with millions of licensed users worldwide. Esker's Asia Pacific headquarters based in Australia were established in 1997. For more information, visit <http://www.esker.com.au>

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