

# Edward Don & Company Improves Document Delivery with Esker Cloud Fax Services for SAP®

Sydney, Australia – April 18, 2013 – Esker, a worldwide leader in document process automation solutions and SAP® software solution and technology partner, today announced it has been selected by Edward Don & Company, the largest food service equipment and supplies distributor in the United States, to increase reliability and reduce delays in delivery of inbound and outbound faxes via Esker Cloud Fax Services for SAP.

With the Esker solution, faxes are directly processed from Edward Don & Company's SAP application, where they are automatically picked up by Esker through a secure network connection via SAP-router and received in department inboxes. With approximately 6,000 outbound faxes and 11,000 inbound faxes per month, finding an alternative faxing vendor that could process these business-critical documents in a timely manner was imperative.

"The biggest issue we've had in recent years has been with the length of downtime," said George Barwacz, IT Operations Manager at Edward Don & Company. "It could be as long as 1-2 days, sometimes multiple times per month. To make matters worse, we were getting next to no response from the service desk. You add it all up — it had a huge impact on our business. With Esker, we don't have this problem."

## What set Esker apart

The decision to choose Esker as its new faxing vendor began after Edward Don & Company spoke with Pentair Ltd., an Esker customer, at a recent SAP on iSeries user group. Intrigued by what they heard, the company began exploring Esker solutions and quickly realised the potential of the Cloud Fax Services for SAP solution. "Real-time status notification was a huge plus in our eyes," said Barwacz. "Before, when a fax dropped off we had no way of knowing what and where things went wrong. Esker took care of this."

## Benefits since implementation

Though still in its early stages, the Esker solution has helped Edward Don & Company achieve:

- Real-time status notification in order to retrace steps during a dropped connection and ensure any dropped connection will be back up within minutes with automatic reconnect based on Esker software alerts
- A stable, on-demand faxing system without making additional investments in hardware
- Reassurance in the event of a problem due to the responsiveness of Esker's support staff
- The ability to leverage the Esker solution for further process advancements and improvements

(continued)

"Besides what the solution has helped us accomplish, Esker's support staff has been a home run," said Barwacz. Adding, "It has brought a level of stability and reliability to our fax process that we never could've imagined. It's so refreshing to finally deal with support personnel that not only resolves issues quickly, but responds in a timely manner as well."

Beyond initial implementation, Edward Don & Company already have thoughts of utilising even more capabilities within the Esker solution such as disaster recovery, advanced shipment notifications and, potentially, sales order processing. "Fax was our first major need, and we've gotten over that hurdle successfully," said Barwacz. "We definitely have other goals for improvement, and Esker is going to be the tool that helps us accomplish them."

## About Edward Don & Company

Founded in 1921 as janitorial supply company in Chicago, Edward Don & Company is the United States' largest distributor of food service equipment and supplies. The company's 1,000 employees service more than 70,000 customers, including independent restaurants, national chains, hospitals and health care facilities, country clubs, schools and universities, government institutions, amusement parks, cruise ships and more.

With an inventory of more than 12,000 products and a global network of more than 3,000 "Don-approved" suppliers, the Woodridge, IL, family-owned company boasts a motto of: "Everything but the food." The company also has a design arm that assists customers with new kitchen planning, construction, remodeling and equipment replacement.

## About Esker

Esker is the worldwide leader in document process automation solutions. Addressing all types of business processes from accounts payable and accounts receivable to sales order processing and procurement, Esker cloud computing solutions enable companies to automate the reception, processing and sending of any business document with one platform. Esker helps over 80,000 companies across the world to reduce the use of paper and eliminate manual processes while improving their productivity, efficiency and environmental impact.

Esker has global headquarters in Lyon, France, U.S. headquarters in Madison, Wisconsin and ANZ headquarters in Sydney since 1997. Over 1,800 companies in Australia and New Zealand rely on Esker solutions to run their business.

For more information, visit [www.esker.com.au](http://www.esker.com.au), follow us at [twitter.com/eskerinc](https://twitter.com/eskerinc) and read our blog on [www.quitpaper.com](http://www.quitpaper.com).

---

**Contact:** Christophe DuMonet, Esker Australia – Tel: +61 2 8596 5107 • Email: [christophe.dumonet@esker.com.au](mailto:christophe.dumonet@esker.com.au)

---

© 2013 Esker, Inc. All rights reserved. Esker and the Esker logo are trademarks, registered trademarks or service marks of Esker, Inc. in the United States and other countries. All other trademarks are the property of their respective owners.



Esker Australia Pty Ltd — Sydney (Main) Office  
Suite 1502, Level 15, 227 Elizabeth Street  
Sydney NSW 2000  
Tel: +61 2 8596 5100 • Fax: +61 2 8596 5175

[www.esker.com.au](http://www.esker.com.au)

Esker Australia Pty Ltd — Melbourne Office  
Level 1, St Kilda Road Towers  
1 Queens Road — Melbourne VIC 3004  
Tel: +61 3 9863 9990 • Fax: +61 3 9863 8010

[www.esker.co.nz](http://www.esker.co.nz)

Esker New Zealand — Auckland Office  
Level 4 / 369 Queen Street  
Auckland 1010  
Tel: +64 9 306 8872 • Fax: +64 9 306 8889