

# Werfen Group Automates Business Processes and Achieves Paperless Operations with Esker

**Sydney, Australia – March 20, 2013** – Esker, the worldwide leader in document process automation solutions, announced today it has been selected by Werfen Group, a privately owned international health care corporation, to manage the reception and sending of over a half-million documents, such as international orders, from the group's different subsidiaries. This automation project has also enabled Werfen Group's customer service centre to eliminate all paper processing.

## Taking automation to a new level

Five years ago, Werfen Group's Barcelona-based data centre implemented the Esker solution for the reception of emails, the sending and reception of faxes, and the capturing of orders. This centre manages the Group's data (e.g., customers, employees, vendors, etc.), as well as various processes, such as capturing and processing of documents (over a half-million in 2012), including customer orders and purchase orders (over 100,000 per year).

Today, Werfen Group has leveraged the Esker solution further to include the automation of customer orders from its international subsidiaries. Orders received on U.S., Italy or Portugal-based fax servers are now automatically redirected to the Esker solution for data capture, processing and integration with the SAP® system hosted in the Barcelona data centre. With "paperless" operations put in place at the Group's customer service centre, users are able to consult all documents in electronic format in SAP.

## Seeing results

"Data security and the elimination of paper from our business processes are the two biggest values we've gotten out the Esker solution," said Pablo Penalva, IT Manager at Werfen Group. "Esker allows us to handle increased volumes more efficiently which has led to a significant amount of time savings. Since all of our incoming faxes and emails are automatically integrated into the SAP system in just a few minutes, we don't have to deal with the clutter of paper or the threat of lost documents."

Thanks to document process automation via Esker, Werfen Group is able to eliminate the risk of manual errors and ensure visibility and efficiency within its business document processing. The sending of vendor orders has also made efficiency gains, with an increased capacity of close to 400 purchase orders per day.

(continued)

## About Werfen Group

Werfen Group is a privately owned international health care corporation, comprised of a group of leading manufacturing and distribution companies. The group is active worldwide in several areas: in-vitro diagnostics, medical devices for hospitals, and scientific instruments for industry and research. Since its founding in 1966, Werfen Group has fully embraced the concept of partnership, continuously leveraging its strengths, resources and commercial possibilities through acquisitions, distribution agreements and strategic alliances.

Werfen Group has always prioritised bringing the highest value products to market with its state-of-the-art technology. To this end, the group increased its investment in R&D by more than 103% between 1999 and 2010 (up to 42.5 million Euros in 2010). In 2010, overall turnover exceeded 949 million Euros. Today, there are more than 3,685 people working in the group. Werfen companies are present in more than 24 countries worldwide and distribute products through partners in more than 62 countries.

## 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).

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