

West Pharmaceutical Services, Inc. Uses Esker Cloud Fax Services to Simplify and Streamline Faxing

Sydney, Australia — April 17, 2014 — Esker, a worldwide leader in document process automation solutions and SAP® software solution and technology partner, announced today that West Pharmaceutical Services, Inc. (West), a designer and manufacturer of pharmaceutical packaging and delivery systems, is leveraging Esker Cloud Fax Services to automate its inbound and outbound faxing. The initiative allows West to increase the speed, accuracy and reliability of its faxing operations while achieving full reporting capabilities within the SAP interface.

Prior to implementing Esker, West relied on an aging and poor-performing fax server to process incoming faxes from vendors and get them entered into the company's SAP system. The documentation ranged from forms and purchase orders to records and more. While moving into a new location, West hoped to upgrade to an automated cloud fax solution that could be implemented quickly and easily, while also integrating with its SAP interface.

Esker Cloud Fax Services proved to be the ideal solution for what West was trying to accomplish. Senior Systems Administrator at West, Sonia Lopes, is impressed by what Esker has allowed their team to do. "Going from our old fax server to Esker was like night and day," said Lopes. "Where our old server was really difficult to maintain and administer, and didn't have tracking and reporting capabilities in SAP, Esker Cloud Fax Services is the complete package — the setup was effortless, the interface is easy to use, and we have full SAP integration and reporting functionality."

A Highly Effective, Highly Flexible Solution

With Esker, West has been able to ensure all faxes are sent and received with speed, accuracy, reliability and security (especially critical when dealing with documents containing sensitive information). The overall efficiency of the new process has also made the jobs of staff members easier. Documents now go from point A to point B seamlessly. Once a fax goes out, they get a confirmation it was sent. It's been working so well that the only time they have to go into the system is to add/delete a user or to confirm that a fax was sent through.

The unique flexibility of Esker Cloud Fax Services allowed West to customise the solution, implementing it with multi-functional devices. Using the online portal, the company was able to find a way to incorporate their printers in the process and avoid installing special services, creating a much more user-friendly environment.

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Steve Smith, U.S. Chief Operating Officer at Esker, commented: “This is a perfect example of the kind of flexibility, performance and reliability that organisations running SAP systems can expect by leveraging Esker Cloud Fax Services. Rather than installing hardware and maintaining equipment, Esker offers the benefits of sending or receiving faxes as an on-demand service directly from and/or into your SAP system.”

About West Pharmaceutical Services, Inc.

Founded in 1923 and headquartered in Exton, Pennsylvania, West Pharmaceutical Services, Inc. is a designer and manufacturer of pharmaceutical packaging and delivery systems. West supports customers from sales, manufacturing, and research and development locations in North and South America, Europe, Asia, and Australia.

About Esker

Esker is a worldwide leader in document process automation solutions. Addressing all types of business processes from accounts payable and accounts receivable to 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 businesses.

For more information, visit www.esker.com.au, follow us at twitter.com/eskerinc and read our blog on www.quitpaper.com.

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