



e2v

e2v technologies benefits from SAP Packaged Services incorporating Esker Fax software



When leading technology manufacturer, e2v technologies, sought a solution to fax out purchase orders, statements and remittances from its new SAP system, the company selected SAP Packaged Services incorporating Esker Fax software.

e2v technologies delivers the radio frequency and sensing technology that enables some of the world's most innovative medical and science, aerospace and defence, and industrial and commercial systems.

e2v is a leading developer and manufacturer of high-technology electronic components and subsystems, which it supplies into niche markets. e2v has sales subsidiaries in the UK, USA, Germany and France with a network of agents and distributors covering other key territories.

The company's capabilities are extensive. It supplies the ultimate in image sensors for applications such as space mission instruments used in the Hubble Space Telescope, and sensors used by dentists to capture digital images of teeth. Fire fighters around the world rely on its Argus thermal imaging cameras for critical support in saving lives, and the company's Gunn diodes are the signal source for adaptive cruise control systems found in many luxury cars.

New SAP ERP implementation

e2v technologies used to rely on in-house written legacy IT systems to support its critical business processes. However, in 2003 it decided, in common with many manufacturing companies, to implement a new SAP Enterprise Resource Planning (ERP) system which, to date, has encompassed order processing and management, HR, payroll, and finance operations. The new system is enabling the company to centralise disparate systems across its global operations in order to maximise productivity and efficiency.

One of the challenges that the company faced with its new SAP implementation was the requirement to send out business-critical documents, such as purchase orders, invoices and remittance advices, by fax. With its previous legacy system, a fax solution was in place and was used to send out 3,500 faxes a month in a batch run.

"We looked at one fax software solution but thought it was a bit 'cheap and cheerful' and it didn't really have any of the functionality we needed. We also rejected SAPfax on the basis of cost. Then we looked at SAP Packaged Services for Fax, which incorporates Esker Fax, and felt that it offered the right functionality at the right price, with fast implementation."

"We fax rather than mail documents because of cost and speed," added Barry Emptage, Basis and Database Administrator at e2v, who manages e2v technologies' SAP system. "With purchase orders, for example, we have an arrangement with a number of our suppliers that, providing we get a fax to them by 5pm, they will guarantee next day delivery of the goods. We no longer have the costs associated with someone printing, folding, mailing – we have that element of speed, so we benefit from faster response times resulting in time and cost savings."

If e2v technologies had stayed with its original fax package it would have been necessary to write an interface between it and the SAP system to make it usable. "We were looking for a complete solution that would automate the whole process and split the print output file into individual faxes. We found it with Esker," added Barry Emptage.

With the new SAP implementation we were looking for something a bit slicker on the fax side."

Vanessa Inwin ■ Applications Manager ■ e2v

Quick fix' to business issues

Esker enables automated fax and email delivery solutions through SAP Packaged Services, which provide SAP customers with a 'quick fix' to their everyday business issues. Esker's solutions allow customers to:

- **improve, simplify or automate** existing SAP fax and email operations
- **extract** immediate additional value from their SAP investment.

With the automated fax or email SAP Packaged Service customers can benefit from a 'one-stop shop' solution that includes the appropriate software, installation, configuration and knowledge transfer for key users.

Once the SAP Packaged Service is implemented customers can output via fax or email the most commonly used business documents, including purchase orders, invoices, sales acknowledgements and customer statements, directly from their SAP systems, saving time and reducing overall communication costs.

“We are now looking at another communication channel, email, using Esker. We'll be able to predetermine which is a fax customer and which is an email customer, and then send the documents in the appropriate way. Esker software is very flexible and efficient, and we've had no problems with the product at all.”

Vanessa Irwin ■ Applications Manager ■ e2v

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About the company

e2v technologies went live with SAP in September 2003 and implemented Esker Fax within a few weeks. *"It was very quick and very painless, which is what we expected from an experienced SAP partner,"* said Vanessa Irwin.

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