Barclays
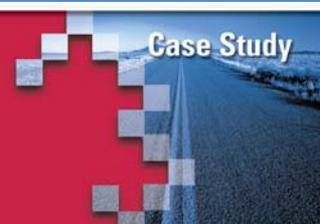
Barclays Bank selects SAP Fax/Email Packaged Service to maximise investment in SAP R/3 implementation

SAP Direct Packaged Service solution incorporating Esker Software enables leading UK bank to deliver improved services in new SAP environment

SAP PACKAGED SERVICES SELECTED

Barclays is a leading UK retail and business bank and is one of the top ten largest financial services groups in the world. One of its key business objectives is to develop operational excellence in its dealings with its suppliers.

In the current economic climate speculative IT expenditure is simply not an option for an organisation such as Barclays. Any investment in a business system needs to deliver real value in a short space of time - and with minimal risk.

That's why the bank selected a tightly specified and aggressively priced SAP Fax/Email Packaged Service from SAP Direct incorporating Esker Fax software. The solution is enabling the bank to send and receive critical documents, such as purchase orders and remittance advices, directly from its new SAP R/3 ERP system via multiple channels, including fax and email.

ONE-STOP SOLUTION

> "We recognised immediately that this solution had far more functionality in terms of automated faxing, but also offered the additional advantage of enabling us to utilise additional communications channels, such as email and SMS text messaging, as well as printing."
>
> – Paul Richardson,
> SAP Infrastructure Team Leader

Following an upgrade to SAP R/3 Enterprise, Barclays' SAP Infrastructure team sought a new automated fax solution. Paul Richardson, Barclays' SAP Infrastructure team leader, explained: "We were using an automated fax solution for sending out purchase orders to our 110,000 suppliers, but in terms of functionality it wasn't what we needed - it simply wasn't compatible with the new system or our SAP objectives. Our SAP Packaged Services provider recommended an automated Fax/Email Packaged Service incorporating software from Esker. We recognised immediately that this solution had far more functionality in terms of automated faxing, but also offered the additional advantage of enabling us to utilise additional communications channels, such as email and SMS text messaging, as well as printing."

With the Fax/Email Packaged Service, organisations such as Barclays can benefit from a one-stop solution that includes the appropriate software, installation, configuration and knowledge transfer for key users. Once the Packaged Service is implemented, customers can output via fax 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.

FIXED PRICE, QUICK ROI AND RAPID IMPLEMENTATION

The key advantages of the Fax/Email Packaged Service are:

- It is a **fixed price** solution
- It delivers **quick ROI**
- It can be **implemented rapidly**
- It is **fixed scope**

Esker SOFTWARE

"The faxing of purchase orders was our immediate requirement, and we were able to implement and be up and running in less than one month,"

— Brian Lewis, SAP Infrastructure Manager, Barclays Bank

"Now if there's a problem an automatic alert is sent out from Esker via an SMS text message and someone can fix the problem remotely without coming in to watch each job. That represents a huge cost saving for us and ensures that we can deliver 100% on our Service Level Agreement."

– Brian Lewis,
SAP Infrastructure Manager, Barclays Bank

"The faxing of purchase orders was our immediate requirement, and we were able to implement and be up and running in less than one month," said Brian Lewis, SAP Infrastructure Manager at Barclays. "That's very fast in a major SAP environment such as ours. We had a key business requirement and we were able to meet it rapidly with this solution."

"We now have far more flexibility than we used to have," added Brian Lewis. "We have a core, centralised solution rather than a disparate number of solutions. It consolidates all of our communications, enabling fax, email and print through one channel. Our SAP skill base can focus on a single product, so we've been able to rationalise the administration and reduce costs."

ADDITIONAL BENEFITS OF SMS ALERTS

Barclay's SAP Centre's SAP Business Warehouse (BW) provides data warehousing capabilities and high-level reports for the bank. "It generates thousands of financial and HR reports so it's very high profile and a very important part of our financial cycle, and also in terms of regulatory compliance," explained Paul Richardson. "The link between the BW and SAP R/3 is mission-critical, therefore we need to know immediately if there is a problem in extracting data from one system to the other, of if a job fails within BW or is running slower than expected."

Barclays is utilising Esker's software to send out SMS alert messages automatically if there are any errors in overnight output of its vital documents. "We used to have people come in late evening or at night if a failure in the transfer of data between the BW and R/3 systems occurred," said Brian Lewis. "Now if there's a problem an automatic alert is sent out from Esker via an SMS text message and someone can fix the problem remotely without coming in to watch each job. That represents a huge cost saving for us and ensures that we can deliver 100% on our Service Level Agreement."

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