



ARPAC GROUP

Wrapping up inbound fax processes with a reliable and cost-effective service



The ARPAC GROUP specializes in manufacturing heavy-duty, standard and custom-designed packaging systems that meet the needs of a broad range of industrial users. Its machines are designed to wrap packages of various shapes and sizes, either individually or grouped, in a variety of production environments.

Situation

Much of ARPAC's core business relies on the receipt of inbound purchase orders via fax. The company housed a number of fax machines but found it difficult to track and file its inbound faxes. The IT department decided to eliminate all fax machines and all manual paper handling of faxes throughout the company. The company's IT infrastructure includes Windows Server 2003 and Epicor Vantage ERP software.

Initially, ARPAC turned to eFax to receive and send all faxes via email. But when eFax began raising its rates, Ryan King, ARPAC's IT Manager, and his team began searching for an alternative solution.

"Bringing the electronic faxing in-house would require the cost of both hardware and software," said King. "We also had to consider the costs of maintenance and redundancy. This was our ordering system we were talking about, and we needed it up and running 24/7 with no hiccups."

Solution

After researching several different offerings, the IT team placed a request for information and Esker was the first to respond and offer the lowest prices.

"Esker offered everything we were looking for — the ability to track and manage inbound fax orders, while eliminating the need to manually file paper orders," said King.

Esker on Demand is a low-cost, pay-as-you-go Software as a Service solution. Driven by patented Esker DeliveryWare technology, Esker on Demand seamlessly integrates with existing ERP systems to automate conversion of electronic documents and delivery by fax and postal mail.

"Esker on Demand has proven to be much more stable than eFax was. While using eFax, we were under the impression that instability was commonplace in the market, but with Esker that's just not so. eFax was also unresponsive to our help requests. The differences between the two services are like night and day," noted King. "When we need assistance

with Esker on Demand, we simply email Esker and receive a response right away. The service also gives us peace of mind. If there's a power outage, we know that our data won't be lost."

Benefits and future plans

ARPAC sends and receives approximately 6,000 faxes each month using Esker on Demand. Prior to the Esker on Demand implementation, filing and archiving sales orders received via fax took about an hour per employee each day. Now, incoming purchase orders are processed in a matter of seconds, and electronic documents are sent directly to the email inbox of the appropriate individual, saving the time that was previously spent on manual filing.

Prior to Esker on Demand, King and his team also faced the administrative burden of setting up each new employee with the eFax software, which required back-and-forth communications between IT and eFax service reps each time there was a personnel change. "With Esker on Demand, all I have to do is point-and-click 'Setup' to get someone started," noted King.

Since the implementation, ARPAC employees have come to depend on Esker on Demand. "Everyone was reluctant to get off the hand-holding image of a fax machine; but now, if I said we were going back, people would get upset," said King. "Esker on Demand makes our business practices more efficient and convenient."

As a result of the successful implementation of Esker on Demand for fax, the ARPAC GROUP plans to take advantage of the service to automate invoice delivery via postal mail.

Esker on Demand makes our business practices more efficient and convenient.

Ryan King ■ IT Manager ■ ARPAC GROUP

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