



Smart Messaging. Smart Business.

CASE STUDY | SAFETY PRODUCTS SUPPLIER



Venali with SAP Achieves Ideal Solution for Safety Product Supply Company

Venali Internet Fax enables client to provide customers with accelerated response times

THE COMPANY

Venali's client offers a complete lineup of safety products, with focus on respiratory protection and gas detection products used to protect first responders, soldiers, industrial workers and civilians from toxic chemicals and vapors. The company maintains 25 subsidiaries with more than 9,500 employees worldwide.

THE CHALLENGE

A large amount of customers within this company request faxed copies of order acknowledgements, service quotes and invoices. The procedure in place for distribution required a manually intensive process, which consumed valuable time and resources. Previously, employees would print the documents requested, then walk to the fax machine and send them to the customer. Due to the volume of documents that were required to be sent on a daily basis, there was a constant gathering of employees waiting to use the fax machines. In addition to this, the destination fax machine was frequently busy. Due to the delay of waiting for the fax machine to re-dial the customer, productivity was hindered.

THE STRATEGY

This company implemented Venali Internet Fax Services to provide customers with accelerated response times and provide employees with a tool that would increase productivity. Initially, employee output was enhanced by using the Venali service

BENEFITS

The company is now experiencing substantial savings and productivity gains, in the form of:

Optimized Staff Costs & Increased Productivity

- 75% increase in productivity by elimination of Individual document tasks that are repeated hundreds of times a week. The order acknowledgements, service quotes & invoices are automatically faxed to a customer once an order is placed. This allows employees to redirect their time from performing administrative tasks.

Reduction and/or Elimination of Costs

- A technology savings of 50% has been achieved monthly. The ability to fax documents electronically with the use of Venali has eliminated fax machine costs that consist of; maintenance for the fax machine, as well as costs for fax lines, toner and paper.
- International Call charges have been reduced by 40% with Venali's competitively priced "per page" service package.

to fax the order acknowledgements, service quotes and invoice documents as an attachment from their e-mail program.

Shortly after Venali was implemented, the company put into operation an Enterprise Resource Planning (E.R.P) system created by SAP; the largest inter-enterprise software company. Applying this system, in addition to Venali – achieved further enhancement of company strategies and processes. At the present time, when a customer places an order, or requests a service quote a fax is routed to the customer automatically via the E.R.P system to Venali's network. The impact of this new process has enabled employees to redirect their time from performing administrative details.

To learn how Venali Internet Fax Services can help your healthcare or insurance operations, visit us online at www.venali.com or call 786-552-1900.

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