

Esker Delivers Automation Solution to Systagenix Wound Management

Derby, 29th July 2010 - Esker Ltd is helping one of the world's leading providers of wound care solutions reduce costs by streamlining customer care, managing ever increasing volumes of orders, minimising work in progress, eliminating issues of lost orders and reducing process errors thanks to the introduction of its pioneering Document Process Automation Solution.

Esker has installed its innovative Esker on Demand solution for sales order automation for Systagenix Wound Management.

Systagenix was established 18 months ago and has 700 employees worldwide following a management buyout from Johnson and Johnson. Since then the company has experienced rapid growth and has experienced a higher number of orders being received by fax.

As a new business, Systagenix wanted a simple yet powerful fax solution, which Esker provided. However, Systagenix were so impressed by the additional solutions offered that they asked Esker for further advice on solving their order process challenges.

Systagenix were also impressed with the significant experience that Esker had in working with customer care departments. Systagenix wanted to maximise the visibility of orders throughout the process, manage the resources as efficient as possible and eliminate manual keying errors.

Esker carried out a full business process audit of the company's current operations to ensure it could meet all of Systagenix's needs and the solution has now been installed in 15 European countries with USA to follow shortly.

The new Esker on Demand solution will give Systagenix more control over its orders and reduce costs by minimising the need for manual data input by staff. In addition, the company will have easy access to historical records and reduce the risk of missing or misplacing orders.

Commenting on the new solution, Dan Robinson, Head of IT Technical Services at Systagenix Wound Management, said, "Esker were extremely professional and thorough throughout the installation process and we are confident that their services will continue to meet our needs and exceed our expectations. We have noticed significant improvements in the number of manual errors as a result of the solution. It has almost eliminated the problems we have experienced in the past, where we have received duplicate faxes and manually input them twice."

Emmanuel Olivier, Chief Operating Officer, Esker director of Esker Northern Europe, added:

"The Esker on Demand Sales Order Automation solution has been specifically developed with customers such as Systagenix in mind and we are delighted to be working with Systagenix and look forward to working with them going forward."

"In light of the difficulties that businesses continue to face in the current economic climate, it is important to ensure that companies are aware of the latest cost-saving and time-saving technology."

"Our aim is to help organisations reduce the costs that go with the dependence on paper, reduce the number of errors caused by the processes it involves and also reduce their carbon footprint."

About Systagenix

Systagenix Wound Management is committed to providing innovative products and services that provide breakthrough clinical and economic outcomes in the treatment of chronic and surgical wounds and the control of bleeding.

Systagenix Wound Management offers a complete line of products to meet the wound care needs of health care professionals. Systagenix's longstanding commitment to skin and wound care began with the development of the first ready-made, ready-to-use surgical dressing in the mid-1880s and continues today with innovative skin and wound care products provided by three separate business units.

With around 700 employees worldwide, Systagenix distributes products and services to more than a hundred countries.

About Esker

Esker is a recognised leader in helping organisations eliminate manual processes, gain process visibility and control, and reduce the use of paper by automating the flow of documents into, within and out of the organisation. With patented document delivery automation software and hosted document delivery services, Esker offers a total solution to automate every phase and every type of business information exchange. Customers achieve significant and immediate operational efficiencies, cost savings and measurable ROI in as little as three to six months.

Founded in 1985, Esker operates globally with more than 80,000 customers and millions of licensed users worldwide. Esker has global headquarters in Lyon, France and U.S. headquarters in Madison, Wisconsin.

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