Brodart Co.

Supplying automation power for Oracle document processing and distribution

For over 60 years libraries have turned to Brodart Co. for everything from furniture to electronic ordering systems. In many respects Brodart is an international company, serving libraries from the Northwest Territories to the Pacific Rim, with facilities in the United States and Canada. Its rich history has led Brodart to become a full-service library supply company with divisions including Automation, Books Services, Contract Library Furniture, and Supplies & Furnishings.

Challenges

To support its diverse operations, Brodart Co. relies on highly customized business applications for processing, packing and shipping customer-specfic orders each day. "We are very specialized and our customers are very particular," said Vicki Synoracki, Senior Business Analyst at Brodart.

The document management challenges Brodart faced came after moving to Oracle E-Business Suite from its custom-built mainframe system. "A key issue was, we need four or five copies of each invoice but Oracle only created one report," said Carl Ulsamer, Senior Applications Developer at Brodart. "Archiving was another issue. We had an archiving system off the mainframe, which wasn't going to provide for our needs with Oracle because we wanted to create PDF documents instead of text. We also needed a solution to fax and email documents as opposed to hardcopy."

Solution: Esker DeliveryWare

Working with several consultants and CDW, Brodart chose Esker DeliveryWare over five other vendors. Esker DeliveryWare provides outbound/inbound fax and email along with Oracle output processing capabilities.

"Esker set up DeliveryWare Rules to take the invoice file and archive it, create copies and put it all back together in a report to output all of our invoices in one file," said Ulsamer. "Then they trained us to write similar rules for other reports like confirmations, quotations and cancellations."

Automatic archiving

Brodart archives up to 15,000 documents a week through Esker DeliveryWare, including order confirmations and invoices as well as monthly AR and AP reports such as trial balance and aging reports. "Basically we archive copies of any customer-facing document that we need to access quickly — so if customers or financial people inquire about a transaction, we can see what they're looking at," said Nick Maradeo, Senior Applications Architect at Brodart.

Document manipulation

With Esker DeliveryWare, Brodart has the ability to replicate documents, mark copies as duplicate, and collate multiple documents that specify manufacturing info for customers. "Oracle reports did not support putting the documents together for us like we needed, and the Esker solution helped us relieve that problem," said Maradeo.

Benefits

"Esker DeliveryWare had the right hooks to make the enhancements we needed for the Oracle system," added Maradeo. "The value is that without Esker DeliveryWare, our document management capabilities would have been deficient." In addition to matching functionality that Brodart had with its mainframe system, Esker DeliveryWare provides new distribution capabilities. "We can email documents that we couldn't before," said Ulsamer. "On the faxing side, the Esker solution is much better than the other product we were using."

Brodart also makes extensive use of the Esker DeliveryWare Document Manager interface for archive lookup and to tie security polices together with Active Directory. "It's nice to have one central location for everyone's user IDs and passwords," said Ulsamer.

Future plans

Going forward with its Oracle implementation, Brodart plans to move more customers to receiving documents electronically with Esker DeliveryWare.

> Esker DeliveryWare is a rock for us. It doesn't fail and that means we don't have to worry about it.
>
> Nick Maradeo ▪ Senior Applications Architect ▪ Brodart Co.

For more information:

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Document Process Automation