

BOSTON UNIVERSITY: USING ESKER CLOUD FAX SERVICES TO FAX ORDERS OUT OF SAP® INSTANTLY

Following its implementation of SAP, Boston University Sourcing & Procurement began looking for a way to fax purchase orders to its vendors. Esker Cloud Fax Services proved to be an ideal solution for Boston University's needs – one that not only offered faxing as a cloud-based service, but integrated seamlessly with its SAP system.

A Cure for Manual Faxing

The previous method used by Boston University (BU) Sourcing & Procurement for sending out purchase orders (POs) required a considerable amount of time and labor. BU Buyers had to physically print out each PO and run back and forth to the fax machine in order to manually fax them.

Now, as soon as a PO is ready to send on the Esker system, it's instantly and electronically faxed out of SAP. Instead of multiple manual steps, documents go out with no human intervention. "It's a big time saver for our Buyers," said Walter Duffy, Associate Director, IT Sourcing Manager at Boston University. "We joke that they are no longer wearing a path on the carpet to the fax machine."



"The solution is so seamless; we take it for granted that POs will just go out automatically from SAP."

Walter Duffy — Associate Director, IT Sourcing Manager

Choosing Esker ultimately came down to BU's comfort level with the solution and support staff. "Being able to actually speak to a human throughout the process was refreshing," said Duffy. "Our rep was incredibly helpful and tech support was always available – I wish all of my engagements with vendors were this easy."

Seeing a Postive Impact

"The solution is so seamless; we take it for granted that POs will just go out automatically from SAP," said Duffy. In addition to saving time and improving productivity, BU has also seen a significant amount of cost savings. Duffy added, "In terms of sustainability, we're getting a ton of savings simply from not using so much paper and electricity from running fax machines all day."

Beyond its initial implementation of Esker, and in conjunction with its continued drive to achieve cost savings, BU is looking at migrating their existing fax devices to electronic fax solutions through the Esker solution.

Inside the Selection Process

Boston University first heard of Esker after seeing them listed as a partner on SAP's website. A request for proposal (RFP) was quickly put out, and Esker was successfully selected. "RFP processes aren't always smooth experiences, but Esker was incredibly straightforward with us," said Duffy. "They stood out among the other vendors because of the solution's on-demand capability and ease of integration with SAP. In the end, we got exactly what we wanted and were up and running quickly."

About Boston University

Boston University (BU) is a leading private research institution with two primary campuses in Boston, Massachusetts, and programs around the world. BU has more than 33,000 undergraduate and graduate students from over 140 countries, 10,000 faculty and staff, 16 schools and colleges, and 250 fields of study. Boston University Sourcing & Procurement is a dedicated team of individuals focused on the strategic procurement of goods and services for education, athletics and research.