



➞ CASE STUDY: Hillarys Group Ltd

## ➞ OpenText RightFax integrated with SAP - A 'blinding' solution for Hillarys Blinds

Having seen a window of opportunity to streamline business processes by automating the flow of information and documents, Hillarys Group Ltd have implemented RightFax as a new business information delivery solution.

### The UK's largest supplier of made to measure blinds

The Hillarys Group Ltd is the UK's largest supplier of made to measure blinds. Operating throughout the UK with a sales team of around 1000 self-employed local advisors, Hillarys manufactures almost 35,000 blinds every week.

### Maintaining good customer service

Continued expansion and success resulted in the need to expand and improve their business management functions to maintain service levels.

Paul McKeown, System Support Manager, at Hillarys Blinds, investigated the market to source a new business information delivery solution that could help streamline business processes by automating the flow of information and documents – with particular emphasis on improving communications with the sales advisors.

On his findings, Paul recounts, "Hillarys Blinds had previously invested in SAP, so it was very important that any solution we went for integrated seamlessly into our SAP system and our existing Microsoft Exchange infrastructure. Following an evaluation, it was decided that RightFax was the best route forward, as it would improve business performance by rapidly automating the delivery of business-critical documents via fax directly from our SAP applications. We could also see potential business benefits for utilising some of the other features of the product including inbound faxing via exchange and mail-to-fax services."

### RightFax automates faxing with SAP

ProcessFlows installed a RightFax Enterprise Server, a SAP Connector, an Exchange Email Gateway and a Postscript Module.

Paul said, "The implementation and post installation support was handled well by ProcessFlows and I enjoy a good relationship with my Account Manager, who keeps me up to date with the product's developments."

RightFax with an SAP connector is one of the most reliable, secure and scalable product lines available for document delivery from SAP applications. It combines flexible integration and leading-edge data recognition tools, with SAP document delivery capabilities.

Applications for RightFax which utilise the SAP connector are typically back-office, batch-oriented, repetitive, mission-critical processes. At Hillarys, the main process automated by RightFax is the distribution of the advisor appointment diaries. Before RightFax was implemented appointments were manually passed by phone and manually faxed to only a few of the advisors.



The introduction of RightFax has enabled the company to completely automate the processes and it has become a valuable tool in supporting two-way communications with their advisors. All of the advisors now receive their appointments by fax each night. The RightFax SAP connector directs them to the RightFax facility, where they are automatically distributed.

Paul continues, "We knew RightFax was the market leader in enterprise fax and e-document delivery and therefore, integrating it with our SAP solution, would provide us with better efficiency and productivity and accelerated business cycles. It also offered us an option to use scheduled delivery, message tracking and notification and delivery status facilities."

#### **An ideal business communication method for large volumes of documents generated in SAP applications**

The solution is uniquely suited for high volume, repetitive documents generated in SAP applications, printed on preprinted forms, folded, packed and then mailed or manually faxed. There are many typical documents in a large organisation, ranging from standard invoices and purchase orders through to full statements. The solution offers the benefit of automated, unattended fax delivery from virtually all SAP R/3 and mySAP applications, all from one server with access to fax and email.

"The implementation of RightFax and the SAP connector, has not only improved

service, but we have also seen a good return on our investment. The Advisor Diary process alone generates over 28 thousand fax pages per month. This has saved many valuable hours on the phone, it has allowed us to streamline our business processes enabling us to provide better quality and efficient service to both our Advisors and our customers. Our ICT team also enjoys the benefits, as the system is very intuitive and not at all demanding on ICT resource.

We are very happy with the RightFax offering and have implemented many of its features since it was first installed, as such we have been pleased to discuss our application with future Fax Server users, in order to assist with their decision process."