

## Document Presentment for SAP®

### BUSINESS CHALLENGES

Customers' expectations are constantly increasing. They demand more, faster, and better and also tend to be less loyal and more willing to switch to the competition. They expect information to be **accessible, relevant, timely**, and sent through the **channel of their choice**.

In the absence of an optimized and automated document processing system, companies struggle to communicate in a differentiated, consistent, and cost-effective manner. As depicted here, the results unfortunately are **high costs, poor customer service, lost sales**, and lost customers.



To improve customer satisfaction and retention you need to make sure you "meet the customer where they want to be met," and that you communicate with them in a personal, proactive, and differentiated way to fend off the competition.

While doing that, however, there is also internal pressure to improve operational efficiencies, find other sources of revenue, reduce infrastructure complexity, cut costs, and improve reliability and accuracy. Not an easy equation ...

### BUSINESS SOLUTION

SAP Document Presentment works with your existing enterprise applications to help you address these challenges. Powerful functionality enables business users across the organization to perform document composition, generation, and consolidation and distribution in a collaborative environment. Efficiencies are gained through integration with the SAP Business Suite and automation and optimization of the numerous processes associated with document processing.

You can leverage relevant customer data from enterprise applications (ERP, CRM, SCM) – such as contact information, billing and payment information, and other data – and use this data to generate dynamic, personalized document communications. The application is user-friendly, with true multi-language support and templates and tools that allow employees without technical expertise to easily create and manage targeted messages and correspondence.

### KEY FEATURES

- **Streamline the bill-to-cash process by automating billing and collections.**
- Enables event-driven electronic communication.
- Game changing **business user control** for multi-channel SAP documents.
- Extensive **language support**.
- **Improved operational efficiency** and customer/employee/partner satisfaction.
- **Cut costs** and complexity through output system consolidation.
- Better agility and faster time to market.

### QUICK FACTS

Solution Components	SAP Document Presentment by OpenText, SAP Document Presentment Live by OpenText
Platform	SAP



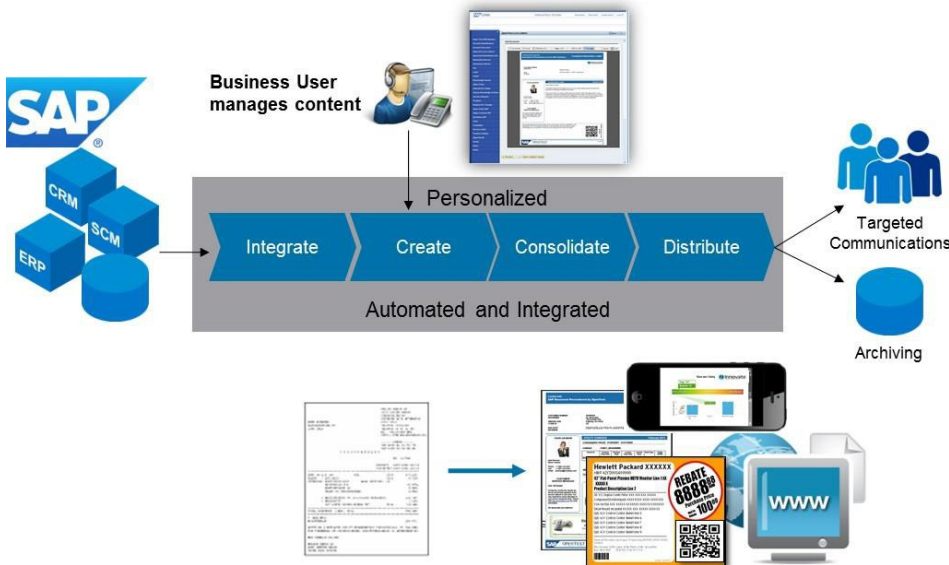


## IMPLEMENTATION STRATEGY

Delaware has successfully implemented many SAP Document Presentment solutions to clients worldwide. Our advantage is having experienced consultants around the world who deliver the best possible solutions to end users. With little or no change at all to the business applications, SAP Document Presentment can increase the efficiency of document-related processes throughout the organization and reduce resources dedicated to these processes. The application integrates customer data, producing consolidated, personalized, document-based communications in one efficient process flow, as opposed to the typically separate, manual processes for each document type or data source. Delaware will help you optimize document-related processes, improve the reliability and accuracy of information through automation, and provide consistent information across all channels while ensuring compliance.

## SAP DOCUMENT PRESENTMENT for SAP

SAP Document Presentment automates and simplifies the creation and delivery of customer communications – and increases their effectiveness – by consolidating output from SAP applications into a single production environment. The application is scalable and flexible, enabling the high-volume production of millions of documents annually to suit the needs of your organization and the size of your customer base. At the same time, each document is personalized and individually assembled in the format and for the distribution channel specified by the recipient. SAP Document Presentment leverages your enterprise data and integrates it with document processes, extending the value of your SAP solutions.



## BENEFITS

- ✓ **Increase operational efficiencies and automate and optimize** document-related business processes.
- ✓ **Reduce the cost and complexity** of multichannel document generation and distribution and **rapidly respond to business needs.**
- ✓ **Zero document maintenance** by pushing document content to business users.
- ✓ **Fast and informed** interactions with customers, partners, employees, suppliers.
- ✓ **Reduction in bill related inquiries.**

## DELAWARE CONSULTING

Established in 1981, Delaware Consulting is a leader in business consulting, providing advanced solutions and services to organizations striving for a sustainable competitive advantage. As a primary partner for select vendors including Microsoft, SAP, and OpenText, Delaware Consulting centers its activities around three main pillars: **Operational Excellence, Business Insights, and Customer Experience.**

Delaware employs more than 1,200 professionals and serves four continents from more than 10 international offices.

True to our “Combining Strengths, Delivering Solutions” credo, Delaware Consulting forges value-adding client partnerships by co-creating, delivering, and managing end-to-end solutions. Our conceptual, process-oriented approach, 30+ years’ experience, and profound technological knowledge consistently earn numerous certifications and awards annually.

# OPENTEXT

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