

Accelerating the Transition to Electronic-based Transactional Processes within Oracle® JD Edwards



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THE ROAD TO A WINNING ELECTRONIC DOCUMENT STRATEGY

DEELEY HARLEY-DAVIDSON CANADA ACCELERATES COST-SAVINGS AND CONTROL WITH BOTTOMLINE AND ONEWORLD

Founded in 1914, Deeley Harley-Davidson Canada is the second oldest Harley-Davidson dealership in the world. Based in Vancouver, British Columbia, Deeley Harley-Davidson serves as the exclusive Canadian distributor for Harley-Davidson and Buell® Motorcycles, parts, accessories and branded products.

Time to Put Document Handling in the Past

In operating an organization with a broad national reach, Deeley Harley-Davidson had come to rely – like many businesses – on paper-based forms and documents interconnected through manual processes. As its business has evolved, however, Deeley Harley-Davidson executives realized this dependency on paper was beginning to adversely impact its core constituencies, which included employees, retailers, vendors and auditors. For example, Deeley Harley-Davidson delivered invoices to retailers on a weekly basis by way of a courier service. Within each of these groups, the pace of business was changing, and with it, expectations about delivery, accessibility and the security of information.

“As an organization, we had reached a point where we were no longer willing to devote time and resources to handling documents,” said Robert Gibson, financial application specialist, Deeley Harley-Davidson Canada. “We operate in a competitive marketplace and automating document composition and delivery represented an opportunity to immediately reduce costs, increase productivity and deliver exceptional service to our internal and external audiences.”

Hitting the Open Road with a Technology Partner

In the fall of 2001, Deeley Harley-Davidson initiated a new enterprise resource planning (ERP) initiative to deploy JD Edwards OneWorld, opening the door to transform its document output processes. In evaluating its electronic document needs, Gibson and his team identified ease of use, system compatibility, scalability, dependability and the ability to generate professional-looking output as the critical capabilities any selected solution must possess.



Following an extensive evaluation of electronic document solutions, Deeley Harley-Davidson selected Bottomline’s Create!form product suite over two other major vendors. Integrating seamlessly with ERP systems such as JD Edwards OneWorld, this suite enables users to more closely align ERP investments with electronic document and financial transaction process automation.

Among Gibson’s reasons for selecting Bottomline were (1) ability of the suite to accommodate present and future needs, (2) Bottomline’s status as a member of the Oracle PartnerNetwork and certification on JD Edwards and PeopleSoft platforms, and (3) the level of commitment to customer service and support Bottomline demonstrated in the evaluation process.

“Bottomline represented themselves as a true business partner, one we realized would be a valuable addition to our organization for a long time,” added Gibson. “We had strict requirements from a functionality and scalability standpoint and the Create!form product suite was clearly the solution most capable of addressing our business process needs today and into the future.”

Phased Approach to Deployment Pays Off

With its new ERP system up and running, Deeley Harley-Davidson devised a strategy that called for a phased approach to converting its various forms into more functional and efficient documents. First up were the invoices and packing slips for parts and accessories, followed closely by legacy system documents such as vehicle invoices. Generating these documents on plain paper, thus eliminating pre-printed forms, created an immediate annual savings of \$73,000.

The more advanced phases of Deeley Harley-Davidson's implementation focused on addressing document process workflow and distribution, and the creation of online self-service document archive and retrieval for its extended retailer network. The Create!form suite's innovative functionality for document routing and delivery allowed Deeley Harley-Davidson to quickly streamline the printing of parts and accessory packing slips in its warehouse, which could then be distributed to retailers using Create!email®, Create!fax® or Create!print®. At the same time, copies of newly created documents were electronically archived using Create!archive and made available to retailers via a Web portal.

Automating document generation and distribution within its warehouse has generated considerable cost savings for Deeley Harley-Davidson. Gibson estimates that the company has saved approximately 333 hours in labor, which translates to about \$10,000 per year. By streamlining the distribution of invoices to customers and retailers, the cost savings are even greater, more than 380 hours saved for a total of \$11,000 annually.

"When we figured out the return on investment, we were amazed. Bottomline's suite delivered beyond expectations," stated Gibson. "To date, our organization has saved more than 1,050 hours in labor, \$73,000 in pre-printed forms costs and over \$40,000 in courier costs."

ROI Beyond Dollars and Cents

For all of the dollars and labor hours saved, Deeley Harley-Davidson's return on investment stretches even further, positively impacting important business and customer interactions. The company's retailers now receive documents in a matter of minutes and can retrieve archived documents within seconds. Vendors are pleased with the flexibility offered by digital documents, and Deeley Harley-Davidson has enhanced its compliance with privacy and document

retention regulations. Furthermore, the 'hands off' nature of the suite creates minimal maintenance and service requirements for internal IT personnel.

"Both internally and externally, we have received a tremendous response to the capabilities of the Create!form suite," said Gibson. "A major component to the initiative's overall success was the willingness of users from both inside and outside Deeley Harley-Davidson to work together in exploring the myriad ways we could exploit the functionality of the solutions."

End-to-End Automated Distribution on Tap

Since completing its initial roll-out, Deeley Harley-Davidson has expanded its use of the Create!form product suite to incorporate conditional statements on invoices and packing slips in accordance with the Canadian Privacy Act. Without Bottomline, the company would not have been in a position to meet the Act's requirements, and as a result, would have been required to change both what and how information is stored within OneWorld. In the future, Gibson anticipates taking financial document automation one step further to encompass the distribution of invoices to the finance organizations used by its retailers.

"When you take into account the product's ease of use, technical integration, level of support and the overall strength of Bottomline as a business, it's clear that we made the right decision. We're excited about the prospects of extending the suite's functionality into new areas of our business in the future," concluded Gibson.

DOCUMENT PROCESS AUTOMATION IS NO SWEAT FOR GILDAN ACTIVEWEAR

CREATE!FORM PRODUCT SUITE HELPS GLOBAL FIRM ADDRESS MULTI-COUNTRY, MULTI-LANGUAGE DOCUMENT CHALLENGES

Gildan Activewear is a vertically-integrated marketer and manufacturer of premium quality branded apparel such as t-shirts, sport shirts and sweatshirts, serving wholesale imprinted sportswear markets in the U.S., Canada, Europe and other global geographies. Based in Montreal, the company employs more than 12,000 full-time employees and its shares are listed on both the New York Stock Exchange and the Toronto Stock Exchange.

To support sales in various markets around the world, Gildan maintains modern textile manufacturing plants in Canada, Honduras and the Dominican Republic, and sewing facilities in Central America, Mexico and the Caribbean Basin. The company distributes its products in Canada and the U.S. primarily out of company-owned distribution centers, and uses third-party warehouses in Europe and Australia to service its international customers. Gildan also has an International sales office, located in Barbados, which includes a customer service center.

Paper Forms Block Efficiency

Like many global manufacturing organizations, Gildan's operations were tied together by a vast catalog of paper-based forms, many of which were pre-printed. Across its business, Gildan utilized as many as 60 different paper forms (invoices, purchase orders, shipping documents, customs documents, etc.) as well as 27 different AP check formats. While such a large number of forms and checks would create challenges for any company, Gildan's organizational structure, consisting of primary operating facilities in Canada, the U.S., Central America and the Caribbean, added the extra hurdle of requiring pre-printed documents to be available in three languages.

In addition to the costs associated with purchasing, storing and distributing dozens of forms in multiple languages, Gildan's centralized document management procedures meant that the information needs of one location were often dependent on the actions of another. For example, the company's customer service organization, which is located in Barbados, lacked access to historical shipping documents. When working



with clients, customer service representatives would have to request that applicable documents be faxed to them from the company's Montreal headquarters. Similar workflow scenarios also existed with regard to printing checks for local suppliers and vendors, significantly lengthening the payments process.

Facilities Expansion Creates Opportunity

Concurrent with the opening of a new manufacturing facility in Central America in 1999, Gildan kicked-off an IT initiative to migrate to a JD Edwards ERP environment. Company executives quickly realized that the migration to JD Edwards World, which would open the door for the company to enhance data management and reporting, also created an ideal opportunity to extend their electronic document output and distribution capabilities with Bottomline Technologies' Create!form products.

Integrating seamlessly with widely-implemented ERP systems, including Oracle, JD Edwards and PeopleSoft, the Create!form product suite enables users to extend their ERP investment through advanced output formatting

capabilities that replace paper-based documents and forms with more efficient and cost-effective electronic documents. Once created, these electronic documents can be rapidly delivered across multiple channels such as fax, email, print or the Web via automated routing logic.

Electronic Documents Fuel Enhanced Customer Interactions

Leveraging Create!form's innovative distribution capabilities, Gildan has dramatically streamlined the processes associated with generating and delivering core business documents to customers, suppliers and its other locations, and has allowed the company to transition away from maintaining an inventory of pre-printed forms.

At the same time, Gildan has been able to leverage the suite's electronic document archive capabilities to provide customers with a unique self-service opportunity. Customers can now retrieve historical documents such as invoices through an online portal accessed via a secure Web browser from anywhere in the world. Customer response to this new tool has been overwhelmingly positive and for Gildan's customer service representatives, the portal has proven to be a quick and easy mechanism for retrieving documents while they are interacting with customers.

"Leveraging Bottomline's Create!form product suite to power out transition from paper-based forms to electronic documents has provided our business with a new measure of flexibility and efficiency," said Michel Theroux, IT Development Supervisor, Gildan Activewear. "As our business continues to grow into new channels and markets, the document composition and delivery capabilities of the suite will ensure that document output remains an important component of our interactions with customers, suppliers and vendors."

SKANSKA'S TRANSACTIONAL DOCUMENT STRATEGY ON FIRM GROUND WITH CREATE!FORM, BOTTOMLINE'S DOCUMENT PROCESS AUTOMATION PLATFORM IMPLEMENTATION PARTNER ONENECK IT SERVICES HELPS NATIONAL CONSTRUCTION SERVICES PROVIDER EXTEND VALUE OF ORACLE JD EDWARDS IMPLEMENTATION

Headquartered in Parsippany, NJ, Skanska USA Building Inc. is a leading national and local provider of construction, pre-construction consulting, general contracting and design-build services to a broad range of U.S. industries including life sciences, healthcare, transportation, and sports and entertainment. The company, which is part of the Skanska AB global group of companies, has approximately 3,800 employees.

In late 2002, the company kicked off an enterprise-wide IT consolidation project aimed at migrating all of its then seven separate companies onto an Oracle JD Edwards EnterpriseOne environment.

Evolving Business Needs Require New Approach to Document Output

In 2005, Skanska sought the assistance of OneNeck IT Services to help support its JD Edwards EnterpriseOne implementation. Based in Scottsdale, Ariz., OneNeck IT Services is a leading ERP outsourcing services provider to mid-market enterprises. The company's global solutions allow organizations to improve ERP system performance and leverage their enterprise applications to deliver measurable business benefits.

With Skanska's business evolving, the company realized that its existing document solution's lack of flexibility and inherent complexity, particularly with regard to generating accounts payable payments on a nationwide basis, no longer matched its needs. With a modular architecture and reputation for delivering success within Oracle JD Edwards environments, selecting Create!form was an easy decision for Skanska and OneNeck.

"One of the primary reasons we recommended Bottomline's solution to Skanska was the company's track record for successfully integrating with Oracle JD Edwards," said Russ Karr, OneNeck IT Services Corporation. "The ease with which Bottomline's solution integrated with JDE and the ability to quickly learn how to compose and generate various transactional documents enabled us to complete the Create!form implementation using just 3 days of Bottomline's consulting services."



Bottomline's award-winning document process automation solutions allow organizations to automate and manage business processes that rely heavily on transactional documents. Through the electronic composition, routing, delivery and storage of transactional documents, organizations can operate and interact with customers and suppliers more efficiently and cost-effectively. Integrating with industry-leading Enterprise Resource Planning (ERP) systems such as Oracle JD Edwards EnterpriseOne and Oracle JD Edwards World, solution users leverage the platform to quickly create and deliver these electronic documents across multiple communication channels such as fax, email, print or the Web.

Flexibility and Ease of Use Help Drive New Efficiencies

Since fully deploying Bottomline's Create!form solution in March 2007, Skanska has been able to leverage the solution's native flexibility and ease of use to interject greater levels of efficiency into its AP and payroll check creation processes. Through advanced formatting and personalization

capabilities native to Create!form Designer® and Create!form Director®, such as the ability to tailor digital signatures based on a specific construction project or joint business venture, Skanska has been able to generate and distribute approximately 30,000 AP and payroll checks per month. The majority of these payments are printed remotely at corporate offices and construction sites around the country using various printer types and both letter- and legal-size check stock.

Further return on investment has been gained through the addition of Create!email, the platform's module for electronic document distribution, and the use of Check Defense®, Bottomline's Positive Pay solution for check printing environments. By adding capabilities for electronic document distribution, the company is now able to email direct deposit notifications for expense reimbursements to employees, eliminating the need to print and mail notifications each time an expense check run is initiated.

And with the solution's Positive Pay capabilities, Skanska has an industry-standard tool with which to prevent payment fraud. With each check run, several of Skanska's banks automatically receive a Positive Pay file detailing information relevant to payments issued. In the event the information on the check does not match the report, payment is withheld until the bank receives an approval or denial from the company. In the future, the company plans to work with OneNeck to leverage the Positive Pay capabilities with additional banks.



Bottomline Technologies provides collaborative payment, invoice and document automation solutions to corporations, financial institutions and banks around the world. The company's solutions are used to streamline, automate and manage processes involving payments, global cash management, transactional documents and invoice approval. Organizations trust these solutions to meet their needs for cost reduction, competitive differentiation and optimization of working capital. Headquartered in the United States, Bottomline also maintains offices in Europe and Asia-Pacific.

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