docuflow™ | **SAP® Certified**
Integration with SAP NetWeaver®

PROCESS DIGITALIZATION
CASE STUDY

Automating Warranty Claims with Cloud Content and SAP
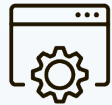
INDUSTRY
Manufacturing

SERVICE
Knowledge transfer & training
Ongoing support & maintenance

TECHNOLOGY
SAP® CRM & ERP
Cloud Content Services Platform
VersaFile **docuflow™**

The client is a large multi-national providing products for passenger vehicles to sporting goods to commercial roofing materials. They wanted to implement a new automated warranty claims management process using SAP CRM. For the process to remain digital, end to end, they required inbound integration with a content management system.

The client chose a cloud-based content services platform and VersaFile docuflow as the content and workflow integration solution. This allow them to automatically connect incoming claims documentation to the claims process within SAP.

COMPANY OBJECTIVE:

Reduce the cost of fulfilling warranty claims by digitally transforming the previous solution to a process that is paperless from end to end.

BUSINESS CHALLENGE:

- Former custom SAP solutions needed upgrading.
- Content played a major role in the warranty claims process and needed to be fully integrated to avoid manual tasks.
- Real-time access was required for inbound and outbound content both inside and outside of SAP.
- Current legacy systems were expensive & out of support.

SOLUTION:

docuflow, an SAP certified solution for SAP Archiving, Linking and Process Automation was found to be the best fit for leveraging SAP ECC & CRM with cloud content services platforms and ensured the overall solution could provide the following:

- Capture claims content & metadata automatically into SAP.
- Automated Content Linking into SAP
- Direct Viewing of content within SAP
- Bidirectional metadata transfer between systems
- Dynamic architecture that could scale
- High volume performance
- Easy to configure, customize and sustain with internal client staff

BUSINESS VALUE:

Using docuflow by VersaFile the client saved money and gained efficiencies through the following outcomes:

- Saved on implementation costs because docuflow was easily deployed and configured by client's internal teams
- Eliminated additional licenses, support, maintenance & sustainment costs associated with previous solutions (amounts not disclosed but enough to justify docuflow and cloud content services subscriptions)
- Reduced ongoing total cost of ownership as docuflow is easily maintained and administrated reducing total cost of ownership
- Faster claims processing time and lower costs due to less manual tasks and data-entry

NO-COST ASSESSMENT WORKSHOP:

Looking to understand if VersaFile's docuflow would be a good fit for your SAP environment? Our no-cost Automation First Workshops will help you assess the needs and match with docuflow's capabilities. The workshop will also help you lay the foundation and plan for your quickest path to getting rid of resource-intensive, error-prone tasks that prevent you from end to end digitally integrated solutions.