

## Customer Success



### Customer Challenge

- Consolidate disparate software products used to generate important business documents for more efficient and cost-effective document composition and delivery.
- Select a product suite capable of integrating quickly and easily with an ongoing migration to new ERP system (JD Edwards EnterpriseOne).

### Solution

- Bottomline Technologies' Create!form® product suite

### Benefits

- Bottomline's status as a Certified JD Edwards Partner ensured seamless integration with Bellco Health's EnterpriseOne initiative.
- Online access to historical invoices and statements has allowed customers to efficiently investigate and address outstanding issues or inquiries.
- Introduction of operational controls such as document time stamps provide Bellco Health management with unprecedented visibility into operational efficiency.

# Bottomline Technologies Helps Bellco Health Launch its Electronic Documents Strategy

As a national distributor of pharmaceutical and healthcare products, Bellco Health has served as an indispensable link between manufacturers and a diverse group of healthcare providers for more than 50 years. Through its three separate companies, Bellco Drug Corp (BDC), American Medical Distributors, Inc. (AMD), and Dialysis Purchasing Alliance Inc. (DPA), the North Amityville, New York-based organization records annual revenues of approximately \$1.5 billion.



Supporting this thriving business, the result of more than two decades of technological innovation, has been an amalgamation of IT solutions and systems that comprise the core of the organization's IT infrastructure. While a great number of organizations experience business success and prosperity and then respond reactively to establish the support structure necessary, some like Bellco Health proactively re-evaluate existing processes and IT systems with an eye toward achieving even greater long-term success.

#### Disparate Products Create Headaches

At about the same time the organization was migrating to a new ERP system (JD Edwards EnterpriseOne), Bellco Health executives recognized an opportunity to expand the initiative to include the consolidation of various software products uniquely tied to the output of important business documents such as invoices, statements, pick tickets, labels and packing lists across the enterprise. To help support its electronic document needs while improving the efficiency with which documents were composed and delivered, Bellco Health selected Bottomline's Create!form® product suite.

With its migration to EnterpriseOne well underway, it was imperative that any document output solution selected be capable of integrating seamlessly with JD Edwards. In addition to the ease of use and advanced capabilities for automated document routing, distribution and reporting, Bottomline's longtime association with JD Edwards as a Certified Partner was a deciding factor for Bellco Health.

#### Certified Partner Provides the Answer

Integrating seamlessly with ERP systems, including Oracle and PeopleSoft, Bottomline's Create!form product suite provides advanced output formatting capabilities that enable users to replace paper-based documents and forms with more efficient and cost-effective electronic documents that can be rapidly delivered across multiple channels such as fax, email, print or the Web via automated routing logic.

The combination of Create!form Suite output modules, Create!email®, Create!fax®, Create!print® and Create!archive®, has enabled Bellco Health not only to dramatically streamline its core electronic document processes, but also provide customers with unique self-service capabilities and internal management with unprecedented visibility and operational efficiency.



# About Bottomline Technologies

Bottomline Technologies (NASDAQ: EPAY) provides payments and invoice automation software and services to organizations seeking more secure and efficient financial processes. The company remains at the forefront of delivering innovative solutions that complement and extend the value of existing financial processes, business relationships and back-office systems. These solutions have enabled industry-leading corporations, banks and financial institutions to automate, manage and control processes involving payments and collections, invoice approval, cash flow, risk mitigation, reporting and document archive. For more information, please visit [www.bottomline.com](http://www.bottomline.com).



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## Document Archive Fuels Accessibility and Visibility

With Create!archive, customers are able to use the Web to gain quick access to historical invoices, statements or other documents allowing them to efficiently investigate and respond to outstanding issues or inquiries, thus establishing a tighter, more efficient process, while improving relationships between customer and vendor. At the same time, this module provides Bellco Heath management with additional operational controls via document time stamps, giving them visibility into the speed with which the organization is processing and shipping customer orders.

For more information on Bottomline Technologies' Create!form products, please call 800-472-1321 or visit [www.bottomline.com](http://www.bottomline.com).

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