Customer Challenge

- South Pacific Tyres sought to expand use of electronic documents to include account statements.

- Back-office legacy systems prevented distribution of documents across multiple delivery channels.

- Use of legacy systems created interface challenges with mail house, which produced the statement format.

Solution

- Bottomline Technologies' Create!form® product suite

Benefits

- Accommodation of client-preferred billing methods for documents has reduced distribution costs.

- Company can now send fully-formatted PDF files to mail house, alleviating data file management challenges.

- Full-color, company-branded documents have enabled South Pacific Tyres to strengthen brand recognition with customers.

South Pacific Tyres Revamps Legacy Document Processes with Bottomline Technologies

Expanded Create!form® Implementation Yields Broader Document Distribution Options; Alleviates File Management Hurdles

A division of the Goodyear Tire & Rubber Company, South Pacific Tyres is the leading tyre manufacturer and marketer in Australia and New Zealand. Founded in 1987 and employing more than 4,000 people, South Pacific Tyres has leveraged its relationship with Goodyear International, and access to its research and development, product and process technologies to produce a complete line of innovative passenger vehicle, light truck, truck and agricultural tyres.

Streamlining Document Processes from Different ERP Environments

For manufacturers, generating and routing the documents required for supporting interactions with customers and suppliers can often be as complex as the manufacturing processes themselves. In 1994, executives at South Pacific Tyres turned to Bottomline Technologies' Create!form product suite to streamline the composition and distribution of financial documents and internal reports from its AS/400 and JD Edwards World environments.

Integrating seamlessly with industry-leading ERP systems, including JD Edwards, PeopleSoft, Oracle and Microsoft, the Create!form suite enables users to extend ERP investments through advanced output formatting capabilities that replace paper-based documents and forms with more efficient and cost-effective electronic document processes. Using standard ERP output, these customized electronic documents can be delivered across multiple channels such as fax, email, print or the Web via automated routing logic.

Expanding Need for Electronic Documents

As a greater number of the company's customer-facing documents began to be distributed to customers and suppliers electronically, company executives sought to expand South Pacific Tyres' use of the Create!form suite to encompass monthly account statements, a vital component of its accounts receivable operation. Traditionally, monthly statements were generated from a back-office legacy system and mailed via a mail house. While this process proved adequate, the legacy system prevented the organisation from leveraging different delivery channels and created interface challenges for South Pacific Tyres' mail house, which bore the responsibility of producing the statement format.

About Bottomline Technologies

Bottomline Technologies (NASDAQ: EPAY) provides collaborative payment and invoice automation solutions to corporations, financial institutions and banks around the world. The company's solutions are used to streamline, automate and manage processes and transactions involving global payments, invoice approval, purchase-to-pay, collections, cash management and document process automation. 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. For more information, visit www.bottomline.com.

www.bottomline.com

New Capabilities Strengthen Customer and Business Relationships

With its expanded use of the Create!form product suite, including Create!form Director, which helps organisations to route and deliver electronic business documents automatically, South Pacific Tyres has been able to broaden the capabilities of its back-office legacy system to accommodate client-preferred document delivery methods such as fax and email. Possessing the ability to deliver monthly statements outside of standard mail has allowed the company to reduce its distribution costs and the use of Create!archive® has provided the company with full document search and retrieval capabilities for statements through the company's intranet.

The Create!form Director module has played an instrumental role in alleviating the data file management challenges between South Pacific Tyres and its mail house. With the module's publishing capabilities, the company can now send fully-formatted PDF files directly from its legacy system to the mail house. The database update function of the Create!form Director module has also allowed the company to build a custom audit log of all document processes and suite functions, providing detailed tracking information regarding the delivery of individual documents throughout the entire process.

The introduction of Create!form's functionality into the composition phase of South Pacific Tyres' monthly statement processes has also helped the company increase its ability to leverage brand recognition with clients. Whereas in the past, statements had been sent to clients as black and white documents with no company branding, Create!form's document design capabilities have allowed South Pacific Tyres to deliver full color, company-branded statements to clients every month.

Corporate Headquarters
325 Corporate Drive
Portsmouth, NH 03801 USA
tel 1.800.472.1321, +1.603.436.0700
fax +1.603.436.0300
email createform@bottomline.com

Europe, Middle East, Africa
115 Chatham Street
Reading, Berkshire RG17JX UK
tel +44.118.925.8250
fax +44.118.956.9990
email info@bottomline.co.uk

Asia-Pacific
Suite 206/12-14 Cato Street
Hawthorn East, VIC 3123 Australia
tel +61.3.9824.6888
fax +61.3.9824.6866
email info@bottomlinetechnologies.com.au