

Case Study - Facilitation of Sales Order Entries into SAP

Wyeth Pharmaceuticals

Business Problem – Wyeth is a global leader in pharmaceuticals, consumer health care products, and animal health care products. Wyeth Pharmaceuticals needed a document imaging system in their Customer Service division to facilitate entry of various types of product order forms into their ERP system. This document imaging system was to be responsible for Optical Character Recognition (OCR), Image Character Recognition (ICR), and Optical Mark Recognition (OMR) of the associated forms.

Solution – A team of consultants from Software Logic worked with Wyeth to design input forms and a corresponding process to be used by the Wyeth Sales Force while at the customer's locations (doctor's office, hospital, clinic, pharmacy, etc...). These consultants recommended a document imaging solution from Verity, Inc. Upon acceptance of the recommendation, consultants from Software Logic installed, configured, and customized this application to Wyeth's needs. Additional processes were later researched and added in order to release these document images to a back-end repository for retrieval and archival purposes.

Business Benefit – Document data entry costs continued to rise for Wyeth while there was a simultaneous increase in the number of forms being received by Wyeth. In order to offset a potential 30% annual increase in labor costs associated with these additional documents Wyeth employed technology to mitigate this spending. This solution also allowed Wyeth to eliminate costly storage of paper converting the documents to electronic images for storage on the Wyeth SAN.

Project Specifics - Verity Inc.'s TeleForms v 9.0 was utilized as the document image scanning, OCR/ICR/OMR recognition engine and verification/indexing system. Various programs were written to be able to take standard output data from Verity's Teleforms product and place the data into a file for import into Wyeth's SAP SD module.