



Customer Challenge

- As an order fulfillment services provider, the ability to generate professional-looking documents was critical.
- Prior to Create!form, accommodating client-branded documents required extensive inventory of pre-printed forms.
- Initial document solution selected did not effectively integrate with Microsoft Dynamics AX.

Solution

- Bottomline Technologies' Create!form[®] for Microsoft Dynamics AX

Benefits

- Create!form's seamless integration with Microsoft Dynamics AX has allowed the company to produce high-quality, customized documents.
- Create!form's innovative 'drag-and-drop' capabilities enable rapid composition of electronic invoices, complete with graphical elements.
- Suite's flexibility ensures client-branded documents can be composed on-demand.

Resolution's Document Automation Needs Fulfilled by Bottomline

Create!form's[®] Integration with Microsoft Dynamics[™] AX Automates Invoice Generation and Distribution for Consumer Call Center

South Burlington, VT-based Resolution, Inc., is one of the nation's leading providers of call center and outsourced fulfillment services. Founded in 1982, the company manages approximately 300,000 different products across 70 clients and one million customer transactions per year for more than \$250 million in annualized client sales. Among the organizations that leverage Resolution's call center, media manufacturing, and fulfillment and distribution services are A&E Television Networks, CBS, National Public Radio, Discovery, Ben & Jerry's and the Food Network.



As an outsourced services provider, Resolution manages direct links between its clients and their customers. Regardless of whether an order is placed via phone or the Web, it is immediately routed to the company's South Burlington headquarters for processing. In addition to housing its clients' inventory, Resolution also handles light manufacturing for clients involving the pressing and packaging of digital media products such as CDs and DVDs. During the busy holiday shopping season, the company processes approximately 10,000 orders per day on behalf of their clients.

Integration with Microsoft Dynamics AX a Critical Success Factor

In early 2006, Resolution kicked-off an internal IT initiative to replace two existing ERP systems with Microsoft Dynamics AX (Axapta), introducing a greater degree of flexibility and ease-of-use into company processes. The company also secured a solution that would produce professional-looking documents in PDF format. Resolution's initial selection, however, did not integrate effectively with Microsoft Dynamics AX, and as a result, caused an implementation delay.

Needing to resolve the situation quickly, Resolution turned to Bottomline Technologies and its Create!form product suite. The suite's ability to integrate seamlessly with Microsoft Dynamics AX and its ease-of-deployment would provide immediate relief and allow Resolution to begin to generate business documents central to its billing processes.

Ease-of-Use Delivers Fast Results

With more than 50 different client-billing activities, including weekly and monthly itemizations, in addition to the business-to-business documents it generates on behalf of its clients, having the ability to generate high-quality, customized documents is critical. Through Create!form's innovative 'drag-and-drop' capabilities, Resolution can quickly and easily compose customized electronic invoices complete with the necessary graphical elements such as logos and bar codes.



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.



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Streamlining Client-Branded Documents Requires Flexibility

Early next year, Resolution expects to complete its ERP upgrade by migrating its warehouse management function to the Microsoft Dynamics AX environment. There again, Bottomline's Create!form suite will play an important role. Since documents supporting this function are generated and delivered by Resolution to its clients' customers, a professional look and feel to the documents will be critical. The flexibility of the Create!form suite will enable Resolution to compose client-branded documents on-demand without the need to maintain pre-printed forms for each client.

The Value of Create!form for Microsoft Dynamics Environments

Bottomline's Create!form product suite integrates seamlessly with industry-leading ERP systems, including Microsoft Dynamics AX and Microsoft Dynamics GP (Great Plains) to enable users to extend their ERP investments with advanced output formatting capabilities that replace paper-based documents and forms with more efficient and cost-effective electronic documents. These electronic documents can then be delivered rapidly across multiple channels based on customer preference such as fax, email, print or the Web via automated routing logic.

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