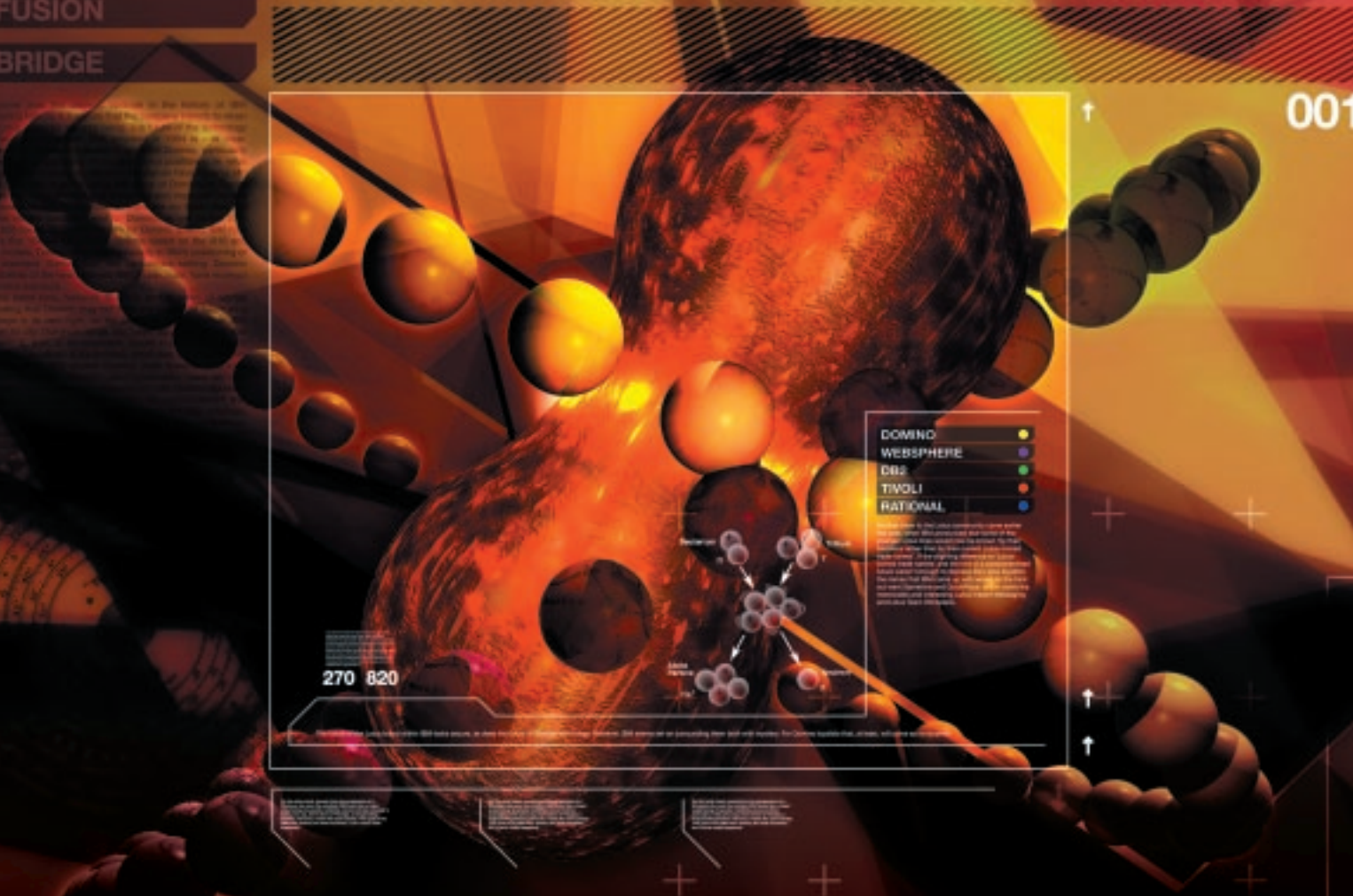


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PARKER HANNIFIN SLASHES BILLING COSTS WITH CREATE!FORM

iSeries-based documentation specialist Create!form has bagged a shining prize with the contract to put its software into worldwide manufacturer Parker Hannifin Corporation's offices across 27 countries.

With annual sales topping \$6bn (£4bn), Parker Hannifin is the world's leading manufacturer of motion and control technologies, and provides systematic, precision-engineered solutions for a wide variety of commercial, mobile, industrial and aerospace markets.

Despite its presence spanning five continents, Parker Hannifin previously was using a combination of paper and post, and an earlier program called Cobwebb to manage its huge documentation and billing operation. But with Create!form software, which has just gone live in the company's UK headquarters in Hemel Hempstead, the company can now not only jazz up its documentation at the touch of a button, but also deliver it far more efficiently to partners, suppliers and customers.

The new software replaces the printed form with an electronic one, and the data can be extracted from the iSeries, dragged and dropped on to a PC and then manipulated at will. This could include imposing logos, bar codes or new designs on to the forms, which can then be digitally correlated and printed, or distributed by other methods such as fax, email or electronic exchange.

"They can take their iSeries data, change its look and feel, convert it on the fly to a PDF, look up the relevant email and send it as a PDF," enthuses Jeffrey Nicholson, director of product marketing at Create!form. "It enhances customer service because people get their information faster and they have more time to pay their invoices. And on the Parker Hannifin side, they actually feel they get paid quicker as a result," he adds.

The new software also allows users to send information to a variety of places, be it a fax machine, web directory – where it can be

viewed online – or even to an archive, all in exact, digital form, so there is no room for any difference of opinion.

"Archive is one of the hottest growth areas," says Nicholson. "You don't have to maintain huge file storage space, there are no misfiled documents. This is a digital archive, which is better than a database. You can have an exact copy perfectly indexed and you can recall it any time."

Parker Hannifin has been using iSeries and its predecessors for the past decade, and now has an impressive bank of four iSeries and two AS/400s at its Hemel Hempstead HQ alone. These are: an i890 running OS/400 V5R2 with three logical partitions and running production applications, mainly J.D. Edwards; a model i830 running OS/400 V5R1 to host Lotus Domino applications; an i820 (OS/400 V4R5) and a 270 (OS/400 V5R2) for Host On Demand, and two older machines for testing environments.

Tina Williams, business application manager at Parker Hannifin, says the new software, which took three weeks to implement, has already made huge cost savings for the company. "In Germany, our accounts receivable department used to review the severity level of past-due accounts, then manually fax payment reminders that had been output on pre-printed stationery to our customers. This procedure cost Parker more than £30,000 per year. With Create!form, our accounting department runs the reminders overnight, and the notices are automatically faxed directly to the customers based on parameters set in Create!form. Our new cost, which includes faxing, is now just £754 per year," she explains.

Fenella Quinn, Industry Reporter.

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