

## apsolut Implements

# eSignature Connector for DocuSign for Juffali Commercial Vehicles and Builds Integration with SAP ECC



### CHALLENGES

- Replacement of a previous inefficient, paper-based approval process for quotations for repair services
- Issues with traceability and reporting

### SOLUTIONS

- Implementation of the apsolut eSignature Connector for DocuSign for end-to-end automation of quotation, signature, approval, and editing
- Integration with SAP ECC DBM module

### KEY BENEFITS

- Reduction of approval time
- Reduction of invoicing errors
- Enhanced customer experience
- Improved transparency and creation of a status reporting function
- Increased operational efficiency
- Automation of the quotation workflow for key stakeholders

### WHY APSOLUT?

- Unique offering of a solution that starts the signature process from SAP ERP
- Ability for fast time to market
- Affordable pricing

**Company:**

Juffali Commercial Vehicles

**Industry:**

Distribution of trucks and buses

**Products:**

- Sole agency and distribution of Mercedes-Benz trucks and buses in KSA
- Authorised distribution of Fuso trucks and buses
- Repair and spare parts services

**Number of employees:**

900

**Headquarter:**

Jeddah, Kingdom of Saudi Arabia

**Website:**

[www.jipco.com.sa](http://www.jipco.com.sa)



First implementation of the apsolut eSignature Connector for DocuSign with SAP ECC integration in Saudi Arabia



Technical basis: apsolut's RestAPI development kit

## GREATER EFFICIENCY BY ELIMINATING A PAPER-BASED APPROVAL PROCESS

With the implementation of its eSignature Connector for DocuSign on top of the automobile functionality in SAP ECC (SAP Dealer Business Management – IS-A-DBM), it apsolut established a process for digital signatures of quotations created in service centers.

Juffali Commercial Vehicles (JCV) is the sole agent and distributor of Mercedes-Benz trucks and buses in the Kingdom of Saudi Arabia and the authorized distributor of Fuso trucks and buses. JCV offers reliable service and support throughout Saudi Arabia for these brands' products.

As part of this project, apsolut improved the customer experience for the quote-to-order process and digitalized the signature process for the initial and subsequent quotes relating to the same job card. The aim was to minimize approval time and increase efficiency in JCV's service centers. The solution has helped service advisors spend more time on other valuable activities instead of manually approving quotes.

Due to the project's success, the customer is considering extending the apsolut eSignature Connector for DocuSign to other business documents in the future.

The implemented solution supports integration with DocuSign and SAP ECC and provides real-time reports to monitor the signature status.



Heiko Schulze, CEO of Juffali Commercial Vehicles, expressed his satisfaction with the project, stating, "The successful implementation of the eSignature Connector for DocuSign marks a significant step forward in our digital transformation journey, enhancing efficiency and customer satisfaction."



**Zinah Matar**, Digital Business Development Manager, is convinced of the benefits and efficiency gains of the new solution. She says the following about collaborating with apsolut: „apsolut not only guided us through the project with the utmost professionalism and a proactive approach – the decisive factor was that apsolut enabled us to operate the new tool independently and to manage the next steps ourselves. apsolut's employees quickly familiarised themselves with our system and processes, which made it easier for us to achieve the project goals within the given timeframe. I would also like to praise their flexibility in adapting to changes and their flexibility in implementation, with clear communication and excellent project management. We look forward to benefiting from this expertise more often."

## IMPLEMENTED TOOLS



eSignature Connector