> "iXOS REQUIRED VERY LITTLE IMPLE-MENTATION TIME AND THE iXOS SOFTWARE TEAM HAS REALLY IMPRESSED US WITH THEIR TECHNICAL KNOWLEDGE AND OUTSTANDING CUSTOMER SERVICE."
>
> SANDY HOWARD,
> PROJECT MANAGER
> BUSINESS SYSTEMS DEVELOPMENT

ALLERGAN

ALLERGAN ENSURES COST-EFFICIENCY WITH iXOS-ARCHIVE

Allergan, headquartered in Irvine, CA, is a technology-driven, global health care company, providing eye care and specialty pharmaceutical products throughout the world. Allergan markets products in more than 100 countries, and in 1997, generated approximately $1.1 billion in worldwide revenue. Founded in 1948, Allergan develops and commercializes products in the eye care pharmaceutical, ophthalmic surgical device, over-the-counter contact lens care, movement disorder and dermatological markets. In order to be successful, Allergan requires a very efficient and streamlined business operation strategy. Allergan management teams research and plan ahead, invest time selecting the best business systems, and then ensure that their teams are adequately trained to reap the most benefits. This is precisely what they did when they

purchased iXOS-ARCHIVE™ as their imaging and archiving solution for SAP R/3.

Competitive global companies such as Allergan are implementing imaging and archiving solutions as the sheer volume of data grows and optimum system performance, data security and employee productivity are prioritized. iXOS-ARCHIVE, the SAP-certified imaging and archiving product suite, delivers the solution for these concerns by storing and retrieving documents, reports, data and images digitally under the control of R/3 processes. System performance remains optimal with regular data archiving, data is stored securely and employees become more productive as they simply access needed information on-line, when and where it is needed, from one file system.

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iXOS-ARCHIVE Improves Allergan's Accounts Payable Process and Saves Costs

The Accounts Payable Shared Service Center was Allergan's first department to utilize iXOS-ARCHIVE in order to cut costs and save time. Instead of processing invoice hard copies, they are now scanned and processed for payment on-line. iXOS-ARCHIVE allows the scanned documents to be manipulated prior to being transported to the transaction processor. Pages inadvertently scanned upside down can be turned and page order can be changed for multiple-page documents. Once a scanned invoice is transported to the transaction processor, the processor can then send the invoice image to the appropriate person for payment approval and general ledger coding, or match the invoice on-line to the appropriate purchase order and receiver before processing for payment. Prior to implementing iXOS-ARCHIVE, approval requests were sent via interoffice mail and sometimes took as long as two weeks to be processed.

Allergan has sites in California, Texas, Massachusetts, Mexico, Puerto Rico and Canada which are utilizing iXOS-ARCHIVE. Very often, employees or Cost Center Managers from these different locations needed to research a particular invoice, and would call the Shared Service Accounts Payable Center in Irvine and ask them to fax copies of specific documents. With iXOS®, these phone calls to the Shared Service Center no longer have to be made. Authorized viewers can quickly access the appropriate invoice on their computer screens. Additionally, outsourcing the paper documents to be microfilmed or microfiched (at a considerable cost) is no longer necessary. The Accounts Payable Shared Service Center has realized considerable time savings as they receive fewer phone calls asking for research. They do not need to stand in front of a photocopier making duplicates of invoices that need to be sent out for approval, general ledger coding, or auditing before being mailed.

Marie Topper, Accounts Payable Services Manager for Allergan noted, "When all our manufacturing sites are up and running, we expect considerable savings by eliminating microfilm/microfiche costs in our department alone. We used to process invoices on seven different payable software systems, depending on the site. We used to have a labor-intensive invoice approval system — which seems pretty archaic to us now. The approvals used to take up to two weeks, and now it takes an average of 1-3 days, since we send the invoice image via e-mail. Prior to iXOS, our General Ledger Shared Service Center performed a pre-audit of our processed invoices from hard copies, now it's done on-line. We also do all our accruals on-line, which has saved our processors and staff accountants a lot of time and aggravation. Because we request that all invoices be sent directly to the Shared Service Accounts Payable Department by our vendors and not to the end user, the invoices are scanned immediately upon receipt. No more lost invoices or invoices sitting on someone's desk that never seem to make it to Accounts Payable."

When the department began on-line auditing using iXOS-ARCHIVE, Joseph Blume, Administrative Assistant/ Associate Accountant remarked, "Auditing on-line using the iXOS viewer is beneficial from a paper reduction standpoint, and I find the product very easy to use. It's a definite step forward in the auditing process."

iXOS-ARCHIVE's Diverse Functionality Utilized

iXOS-ARCHIVE has been put to use in the Return Goods processing department which has helped eliminate manual paperwork and filing. Additionally, SAP transaction history is being archived for permanent storage and retrieval. As a company's sheer volume of data grows, system performance becomes a priority. Allergan management wisely chose to plan ahead before system performance was adversely affected, and started data

archiving. Sandy Howard, Project Manager of Business Systems Development Group at Allergan, noted, "We wanted to make sure we didn't run into any performance problems. Our financial ledger is growing by about 10 gigabytes per month, and so we started archiving this data first. We'll also start archiving our SIS and LIS reporting data. iXOS required very little implementation time and the iXOS software team has really impressed us with their technical knowledge and outstanding customer service."

iXOS and SAP: Synergistic Relationship

The complementary technical strengths of iXOS Software, Inc. and SAP led to their close strategic relationship. Their joint development projects include SAP ArchiveLink, R/3 Basis Training program development and the SAP R/3 Internet Transaction Server. iXOS's successful R/3 imaging and archiving installations now total 450 worldwide, and the number continuously grows. The iXOS product suite is now sold and supported directly by SAP in the U.S. and Canada. iXOS is also a member of TeamSAP, which brings together the best resources of SAP to ensure customer success.

iXOS-ARCHIVE is selected by R/3 customers as an imaging and archiving solution for its breadth of functionality and seamless integration with R/3 processes. iXOS-ARCHIVE was specifically designed to communicate directly with R/3 and does not require additional programming or interfaces as other vendors' solutions do. It fully supports SAP Business Workflow and the R/3 Document Management System. iXOS-ARCHIVE leverages R/3 functionality and actually increases the return on investment in R/3.

Jarret T. Yasuoka, SAP R/3 Process Systems Consultant at Allergan noted, "There is definitely a team spirit of cooperation between iXOS and SAP. We, the customers, are the winners."

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