

# Techtronic Industries France — Automating Customer Invoices via the Esker AR Solution



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TTI's powerful brand portfolio includes: MILWAUKEE®, AEG® and RYOBI® power tools, accessories and hand tools, RYOBI® and HOMELITE® outdoor products, as well as HOOVER®, DIRT DEVIL® and VAX® floor care and appliances. TTI is one of the constituent stocks on the Hang Seng HK SmallCap Index under the Hang Seng Composite Index, the FTSE All-World Hong Kong Index and the FTSE Xinhua Hong Kong Index.

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Industrial

Techtronic Industries France, a leading supplier of power tools, and subsidiary of Techtronic Industries (TTI), selected Esker to automate the processing and sending of its customer invoices. Thanks to the Esker cloud-based Accounts Receivable (AR) solution, TTI France can now integrate electronic invoicing, group paper invoices into one envelope and utilize international sending capabilities.

## Background

TTI France previously outsourced invoice delivery to an external provider, but encountered many pitfalls (e.g., unreliability in mail delivery, specifically in Belgium and Holland, lack of invoice tracking, irregularities in sending procedures, etc.). A strategic decision was made to find a more reliable solution capable of completely automating the delivery of paper and electronic invoices. Esker was able to meet TTI France's needs, automating the delivery of electronic invoices to company subsidiaries — a combination of electronic and paper invoices to repair centers and paper invoices to customers.

“We experienced a significant decline in the quality of invoice delivery, and this had a direct impact on our customer and partner relations. It was crucial that we found an alternative solution to automate invoice processing. Having already worked with Esker and being confident in their service quality and reliability, they were the logical choice. Esker brought us not only true business expertise, but other sophisticated solutions like electronic invoicing, the capability to group invoices for the same customer in a single envelope, and the ability to print invoices destined for Belgium from a Belgium production facility.”

Jean-Christophe Bavcevic ■ IT Project Manager ■ Techtronic Industries France

## The Solution

With the help of Esker, TTI sends over 180,000 invoices annually to customers, repair centers and company subsidiaries:

- **170,000 paper invoices automated and sent to customers annually**

Files generated by TTI France's ERP are sent daily to the Esker production facility where they are printed, folded, put into envelopes, stamped and delivered to the postal service within less than 24 hours from being received. Invoices for Belgium are routed directly to the Belgium production facility where they are printed and handed off to the local Belgian post.

- **10,000 yearly electronic invoices sent to TTI subsidiaries**

Previously sent in paper format, these inter-group TTI subsidiaries' invoices are 100% automated and archived thanks to Esker.

- **4,200 paper and electronic invoices sent annually to repair centers**

The repair centers, which receive a large number of invoices from TTI France, have a web portal that enables them to access their invoices on a daily basis and archive them for three months.

“The Esker solution was implemented very quickly with nothing left to chance. After month and a half of deployment, we were operational and able to benefit from a solution that seamlessly integrated with our ERP.”

Jean-Christophe Bavcevic ▪ IT Project Manager  
▪ Techtronic Industries France

## Benefits

The Esker cloud-based AR solution offers TTI France numerous benefits, including:

- Reduced document sending time and fewer payment delays thanks to daily invoice delivery, as opposed to prior weekly or monthly invoicing
- Significant time savings for subsidiaries and repair centers who are now able to autonomously track invoices on the web portal
- Substantial amount of time gained in the accounting department, previously spent sending the invoices
- Increased invoice delivery reliability
- 24/7 invoice tracking capabilities and visibility thanks to the Esker web portal (e.g., invoice tracking, report editing, identifying returned mail and incorrect addresses, etc.)
- Improved customer, partner and subsidiary relations thanks to a reliable and transparent invoice process (flawless reception of invoices and a dedicated web portal to access invoices in full autonomy)

“In the past, we were not able to track our invoices from the time they left our ERP — we spent hours looking for lost invoices or sending duplicate ones. Today, we are certain our customers receive their invoices and can know at any time where the invoice is. We have also received positive feedback from our subsidiaries and our repair centers who are pleased to benefit from a reliable and responsive system.”

Jean-Christophe Bavcevic ▪ IT Project Manager  
▪ Techtronic Industries France

Esker solutions enable the automation all document cycles throughout the company and TTI plans to extend their use of Esker to the automation of other strategic business document processes such as accounts payable and sales order processing.