



Samsung Electronics France

Reduced DSO and improved invoice tracking with Escher DeliveryWare



Founded in 1988, Samsung Electronics France is established in the consumer electronics market offering products ranging from digital media, home appliances, mobile phones and LCD monitors. With 200 employees contributing daily to its growth, Samsung Electronics France achieved 1.6 billion in sales in 2005. Escher DeliveryWare proved the best choice to automate processing and sending of more than 250,000 invoices per year and to improve account recovery time.

Samsung Electronics France has chosen Escher DeliveryWare to automate processing and sending of 250,000 invoices per year from its SAP solution. This project carried out by Escher Certified Partner, Aegis, reduces time involved in collecting customer payments by over 10% and enables invoice tracking.

The Challenge

For a small to medium-sized business looking to meet profitability expectations of its larger multinational company, Samsung Electronics, the processing and the delivery of its 250,000 invoices per year constitutes a strategic stake in improving their operations.

Prior to Escher DeliveryWare, the 250,000 invoices were manually processed in the following manner:

- Invoices were **manually printed** at the corporate headquarters
- Printed invoices were **sent to an external service** to be folded, stamped and handed off to the postal service

These manual processes were causing problems on a regular basis due to paper jams, supplies running out, illegible invoices, invoices delayed or never arriving to their destination, etc.

In order to improve financial operations and customer satisfaction, Samsung Electronics France wanted to completely automate the invoicing process from its SAP solution.

The Solution

To eliminate these issues, Samsung Electronics France worked with Aegis Consulting to implement Escher DeliveryWare, a document process automation solution.

Implementation of the solution was completed in one month, without the need for internal resources or modification of existing applications. Today, Escher DeliveryWare:

- **Automatically captures** invoices from SAP
- **Composes and formats invoices** to be folded, stamped and handed off to the postal service
- **Transfers invoices** to the Escher on Demand Facility for color printing, folding, stamping and handing off to the postal service

Files are transferred from Samsung Electronics France to Escher facilities each night where they are received, processed and sent out either by mail, fax or EDI.

“Escher DeliveryWare allows us to optimize invoicing processes from end to end and improve our DSO. We now have total visibility of our invoicing processes; we can easily modify formatting as needed; and we have eliminated the need to store letter head paper. And all this has been accomplished without modifying our system or maintenance thanks to the simplicity of the solution installation.”

Alain Thevenelle ▪ Administrative and Finance Director ▪ Samsung Electronics France

Benefits

From improved DSO to invoice tracking, the benefits are concrete and Samsung Electronics France expects to see return on its solution investment within 2 years.

Escher DeliveryWare offers Samsung Electronics France:

- **Faster delivery of customer invoices** and reduced DSO (Days Sales Outstanding); once generated in SAP, invoices can be sent instantaneously, accelerating the process and reducing processing errors
- **Ensured traceability and routing of invoices**; Escher DeliveryWare offers an interface to follow the status of all sent invoices as well as to take action on invoices flagged undeliverable

“Beyond invoice processing, we would like to use Esker DeliveryWare to automate and deliver other business documents from SAP, such as customer reminders or even to manage documents entering SAP.”

Alain Thevenelle ■ Administrative and Finance Director ■ Samsung Electronics France

- **Response to different customer needs;** Esker DeliveryWare offers Samsung Electronics France multi-channel delivery to send invoices in the format desired by the customer (mail, fax, EDI)
- **Management of small and large volumes;** there is no need to add more infrastructure or resources as the amount of their invoicing increases
- **Productivity gains and savings;** all manual processes have been eliminated and dependency on printing centers for sending invoices has been reduced
- **Seamless integration into SAP and automatic formatting of their invoices**

About Samsung

Samsung Electronics Co., Ltd. is a global leader in semiconductor, telecommunication, digital media and digital convergence technologies with 2005 parent company sales of US\$56.7 billion and net income of US\$7.5 billion.

Employing approximately 128,000 people in over 120 offices in 57 countries, the company consists of five main business units: Digital Appliance Business, Digital Media Business, LCD Business, Semiconductor Business and Telecommunication Network Business. Recognized as one of the fastest growing global brands, Samsung Electronics is a leading producer of digital TVs, memory chips, mobile phones, and TFT-LCDs.

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