

# LUXASIA PTE. LTD. SUCCESS STORY

## INCREASING EFFICIENCY WITH PROCURE-TO-PAY AUTOMATION AT A SHARED SERVICES CENTER

### BACKGROUND

As a rapidly growing company, Luxasia recently began looking to set up a Shared Services Center (SSC) in Malaysia to centralize its accounting department and automate the processing of supplier invoices – initially for Singapore and then, in a second phase, for its subsidiaries.

At the same time, Luxasia also began to rethink its internal processes. Employees seeking invoice approvals had previously created purchase requisitions by hand and printed them out. Purchase orders (POs) were then manually created in the company's SAP® system, making it difficult to coordinate and retrieve information and documents. In addition to operational costs and workload escalating, the overall invoice process was progressively slower, resulting in increased dissatisfaction among employees and suppliers.

Along with purchase requisitions, Luxasia was processing its internal expense claims by hand. Employees would use Excel spreadsheets, scan paper receipts, then print and pass them onto an accounts payable (AP) specialist to process. The AP specialist would then have to manually enter the information into SAP.

In order to improve its accounting process, Luxasia sought an automation solution that could address the following objectives:

- Increase cost savings and percentage of early payment discounts
- Increase document visibility and easy retrieval
- Implement a cloud-based solution to facilitate the setup of its SSC
- Integration with the company's existing SAP system
- Facilitate other job functions beyond the AP department
- Automate additional processes with the same vendor



**ESKER'S SOLUTION IS FABULOUS! THE INTERFACE IS VERY USER FRIENDLY AND INTUITIVE. WITH FULL PROCESS VISIBILITY, WE ARE CONFIDENT THAT ALL DOCUMENTS MAKE THEIR WAY THROUGH THE SYSTEM AND KNOW THAT WE WILL BE PROMPTED IF AN ISSUE REQUIRES IMMEDIATE ACTION.**

ACCOUNT EXECUTIVE

### ABOUT LUXASIA

**Industry:** Retail

**ERP:** SAP®

**Solution:** Procure-to-Pay

The Luxasia Group is focused on bringing the best global luxury brands to Asia. Its portfolio, which consists of brands such as Burberry, Bvlgari, Dior, Diptyque, Ferragamo, Hermes, La Prairie and Prada, is curated from over 30 years of experience in the luxury beauty industry.

Headquartered in Singapore, Luxasia has a presence in 15 other locations in Asia, including: Malaysia, Taiwan, Hong Kong, China, India, Indonesia, Philippines, Thailand, Vietnam and Myanmar.

### BENEFITS AT A GLANCE



Increased invoice processing time by **50%**



**Improved** employee productivity



**Streamlined approval processes** thanks to Esker's mobile app

# SOLUTION

Luxasia selected Esker's Procure-to-Pay solution to automate its purchase requisitions and supplier invoices. The solution was implemented quickly thanks to Esker's use of the Agile Methodology and is seamlessly integrated with Luxasia's SAP system. Esker has helped Luxasia streamline its workflow processes by eliminating all inbound and outbound paper documents, resulting in increased visibility and simplified document retrieval.

## Procurement automation

Luxasia can now raise a purchase requisition and trigger a workflow for approval of non-inventory items. Once approved, Esker creates the corresponding PO and automatically sends a copy to the supplier.

As the person who receives the goods may not necessarily be the requester, they can assign beforehand who will receive the goods. The receiver creates the goods receipt by entering the quantity received and the information is pushed to SAP. By automating its purchasing process, Luxasia has been able to eliminate paper approvals and gain visibility over the entire process, particularly for those outside of the purchase requisition process.

## AP automation

Luxasia now automates its 36,000 annual supplier invoices at its recently created SSC. Esker's multi-language capabilities, template-free technology and external-ERP workflow eliminate the headache of processing diverse invoice formats and languages from multiple offices.

## Beyond invoice automation

The expense claim automation functionality has helped Luxasia reduce 80% of paper use, as users no longer need to print hard copy receipts. Employees can now track their claims and easily communicate with the AP team using the comments section in the solution interface.

# BENEFITS

Thanks to Esker, Luxasia has achieved numerous benefits, including:



### INCREASED EARLY PAYMENT DISCOUNTS

with more vendors using supplier portal



**ENHANCED VISIBILITY**, with critical metrics available at the touch of a button thanks to Esker's customizable dashboards



**50% FASTER INVOICE PROCESSING** by eliminating manual data entry



**ON-THE-GO INVOICE & PURCHASE REQUISITIONS CAPABILITIES**, allowing users to access, review and approve documents 24/7 using the Esker Anywhere™ mobile app



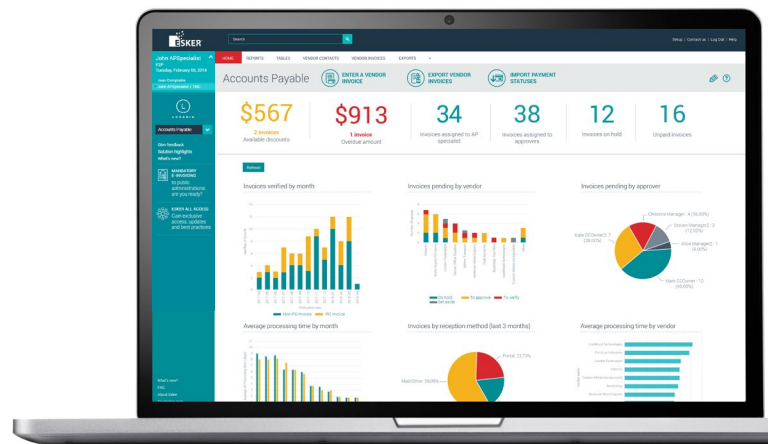
**UP TO 4X FASTER APPROVALS** thanks to automatic notifications and the ability to assign approvals to another person if an approver is away or on leave



**INCREASED EMPLOYEE PRODUCTIVITY**, with AP specialists processing over 1,000 invoices in the same amount of time it previously took to process 400 invoices



**FACILITATED E-INVOICE SUBMISSION**, with 15% of invoices being submitted via portal, reducing physical archiving costs and providing easy document retrieval on one platform



©2020 Esker S.A. All rights reserved. Esker and the Esker logo are trademarks or registered trademarks of Esker S.A. in the U.S. and other countries. All other trademarks are the property of their respective owners.



Esker, Inc.  
1850 Deming Way, Suite 150  
Middleton, WI 53562  
Tel: 800.368.5283 | Fax: 608.828.6001  
Email: [info@esker.com](mailto:info@esker.com) | Web: [www.esker.com](http://www.esker.com)

GET SOCIAL

Blog: [blog.esker.com](http://blog.esker.com)