

COLLECTIONS MANAGEMENT



**Kuriyama of  
America, Inc.**

# TAKING THE BUSY WORK OUT OF **CREDIT & COLLECTIONS**

Kuriyama of America, Inc. is facilitating an environment of "AR excellence" thanks to its recent implementation of a digital collections management solution.





## AT A GLANCE

# Kuriyama of America, Inc.



Manufacturer of thermoplastic hoses & accessories



50 employees



8 subsidiaries



6 distribution centers



\$202 million in sales (USD)



JD Edwards EnterpriseOne (ERP)

## CHALLENGES

Complicating collections with tedious, low-value activities

Headquartered in Schaumburg, IL, Kuriyama of America, Inc. is an industrial supply wholesaler that operates in several diverse markets. The company recently upgraded its software system, which led to some accounts receivable (AR) processes being automated (invoice delivery) while others remained manual (collections management). For Credit Manager Andrea Linke and her team, this meant that “busy work” was often the rule rather than the exception. “If a customer wanted a statement that day, it was like six or seven steps in order to pull all the information, save the document, email it, etc.” said Linke. “It felt like my team was spending more of their time doing that kind of thing than actually doing collections calls.

Another challenge for Linke was the lack of tracking associated with the manual process, saying: “We have roughly 1,500 active accounts and the only way to see how everyone was doing in terms of calls was to pull all the accounts into an Excel spreadsheet and go one by one — not a realistic option.”

Kuriyama decided its best option was to explore digital solutions for centralizing the process and delivering new levels of speed, efficiency and visibility to the team.

## OBJECTIVES



Centralize collections process (including customer info) instead of managing multiple tools



Empower collections staff to be more productive & strategic by automating manual tasks



Improve visibility into each account, as well as staff performance metrics



The call prioritization feature is a favorite within the team. Every morning it generates what calls need to be done which makes it incredibly easy to plan their day.



**Andrea Linke**  
Credit Manager,  
Kuriyama of  
America, Inc.

# SOLUTION

## Centralizing collections activities in a single cloud platform

Kuriyama selected Esker's Collections Management automation solution after narrowing down its search to three vendors. "The other two platforms didn't really hit what I was looking for," said Linke. "I want to see something that 'shouts out' how it's going, and Esker's interface provides the executive reports and performance metrics right at my fingertips. It really helped us take our day-to-day performance to the next level."

Esker's Collections Management solution works similarly to how other departments use CRM software to manage workflow functions. Through a centralized digital interfaced, users can easily orchestrate post-sale collection interactions with tools such as payment reminder emails, rule-based task lists, collections forecast, root-cause analysis and deductions, account lookups and call logging.

The versatile "all-in-one" nature of Esker's solution has been particularly helpful for Linke and her management style. "I'm always trying to be proactive and looking for improvement," she said. "Esker gives me the big picture and so many ways to collaborate. Whether it's creating tasks that get sent to our cash app person or sharing performance reports with my boss, it's all possible through Esker."



"Statements are now super easy to generate. All the contact details are included so we just click it and it sends — there's no back and forth."

**Andrea Linke**  
Credit Manager, Kuriyama of  
America, Inc.

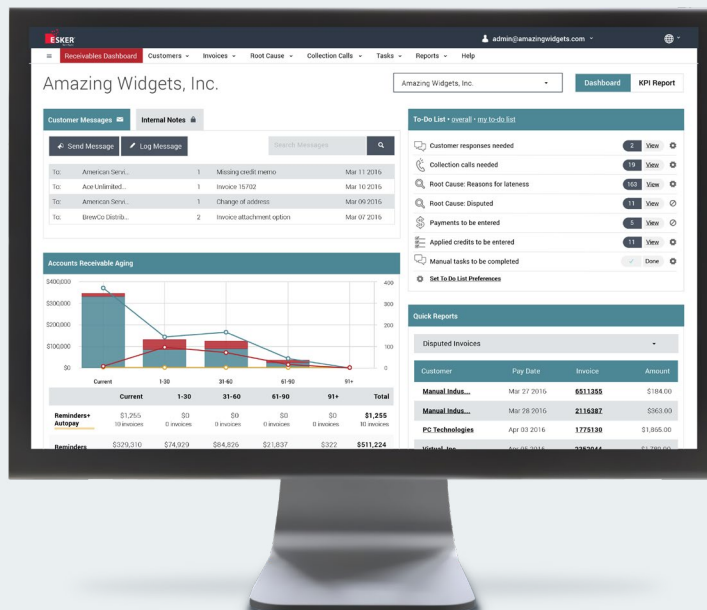
# RESULTS

## Thriving in a digital environment

While it's still too early to calculate measurable results since implementation, it's safe to say that automating its collections management process has been a smashing success for Kuriyama. Task creation and statement generation — previously two manual problem areas for Linke's team — are now performed in a matter of seconds directly from Esker's simple and easy-to-user interface.

Not only does the team now have more time to perform critical collections activities, Linke's ability to manage the team has also been optimized. "It's just way easier and faster for me with Esker," she said. "If I need to pull a report or things like that, it's simple. I don't have to worry about not finding it or wasting time."

Kuriyama also has plans to utilize Esker's self-service portal in the near future — a tool which gives customers 24/7 access to their invoices, account statements, messages and payment options. "Customers have so much more at their fingertips in Esker's portal versus what we're currently using," added Linke. "We're hopeful that this is something we can add on to further optimize the AR experience very soon."



**Esker affords me more time to get things done as a manager. I know exactly what's going on, who's doing what, and what needs to get done.**

**Andrea Linke**  
Credit Manager, Kuriyama of America, Inc.



# Want to automate your collections process like Kuriyama? Our team is at your service.

GET IN TOUCH WITH ESKER

**ABOUT ESKER:** Esker is a global cloud platform built to unlock strategic value for finance and customer service professionals, and strengthen collaboration between companies by automating the cash conversion cycle. Founded in 1985, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin.

Our customers use our cloud solutions to increase the efficiency, productivity and visibility of their Procure-to-Pay (P2P) and Order-to-Cash (O2C) processes.

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