



Achieving AP Efficiency with an End-to-End, AI-Based Automation Solution

By automating its Accounts Payable (AP) process, Domingo Alonso, a company dedicated to automotive and new technologies, has streamlined and simplified administrative work, eliminated paper and increased efficiency. Automating the AP process was particularly key during the 2020 pandemic.

Here is their story.



At a glance

Domingo Alonso Group



Automotive Industry



Microsoft Dynamics NAV ERP



1,500 employees



€442 million



Operates in more than 35 markets on 3 different continents: Europe, the Americas and Africa, distributing more than 25 brands.



Challenges

Streamlining and simplifying manually intensive administrative work

Founded in the Canary Islands, Spain, in the early 20th century, Domingo Alonso developed its specialization from the horticulture sector to importing cars and the newest automotive technologies today. The Domingo Alonso Group is divided into over 30 companies, with separate business units that include Import, Retail, Mobility, Services and Technology.

In 2018, Domingo Alonso's financial department was looking for an automation solution to improve its supplier relationships, optimize payments, organize its accounting department and centralize incoming invoices. The Group also wanted to eliminate paper in its offices, which would accelerate searches for digital files and streamline invoicing.

Prior to implementing Esker's solution, Domingo Alonso's AP process involved manually scanning each of the 120,000 supplier invoices the Group receives each year and uploading them into the company's Microsoft Dynamics NAV ERP system. This inefficient and time-consuming process was often a source of errors and resulted in poor invoice visibility.

The main objective of the automation project was to reduce process complexity and automate many of the manual tasks in order to achieve greater efficiency. Several specific workflows were mapped and created based on various use cases.

Objectives



Facilitate invoice approvals from anywhere with a flexible solution featuring an electronic approval workflow



Improve supplier relationships with accurate, on-time payments, timely dispute resolution and real-time communication channels through a supplier portal



Eliminate human errors, inefficiencies and low-value tasks with automated processing



Integrate seamlessly with MS Dynamics NAV ERP

Solution

Supporting the AP team and suppliers through automation

Esker was selected to streamline the entire AP workflow, from invoice reception to payment. The successful implementation of the Esker solution enabled Domingo Alonso to significantly increase its productivity by automating manual tasks and achieve real-time visibility of their AP processes, all in one place. The collected and organized data has helped the Group better understand its finances, redistribute workloads internally and leverage reliable KPIs to make better decisions.

Solution functionalities such as global filters that allow for searching by company or business unit and subsequently optimizing operations are also greatly appreciated. Esker's dashboard shows users only the information relevant to them, displaying just the pertinent invoices, KPIs, views, counters and reports.

Additionally, a customized portal with the Group's corporate branding was made available to suppliers, enabling them to access payment information on their own. This provides value both to the supplier, who has access to invoice status and payment information, as well as to Domingo Alonso, by easing their workload.

■ ■ ■ ■ **“What we liked most about Esker’s solution is that it makes life easier for our suppliers and our AP team, thanks to the supplier portal and invoice-related dashboards with real-time metrics.”**

Alejandro Suárez
Digital Analyst, Domingo Alonso



Results

Satisfying employees and customers

Implementing Esker's Accounts Payable solution has allowed Domingo Alonso Group to centralize invoice management and reception in one place. Standardizing processes and automating manual tasks resulted in increased productivity and efficiency. The project of implementing Esker's solution to all of the Group's business areas was not an easy task, as their activities differ depending on the sectors in which they operate.

Nonetheless, Esker easily adapted to each of them and created specific workflows based on their various use cases. Customized deployment in sprints allowed for a convenient and streamlined implementation of the solution.

Pandemic-related challenges

When the pandemic hit in 2020, Domingo Alonso found themselves unable to pay suppliers, as operations were 100% paper-based and Spanish mail services were barely functioning. Overnight, the company found itself in a vicious cycle and unable to deliver orders to its customers.

Esker's solution enabled the AP process to run remotely and seamlessly. Suppliers could now email their invoices and, as a result, the pandemic only minimally impacted Domingo Alonso's business operations.

■ ■ ■ **"Thanks to Esker, we've managed to eliminate much of our manual work. Automating the AP process has been a lifesaver during the pandemic."**

Alejandro Suárez
Digital Analyst, Domingo Alonso

Highlights



Efficiency & visibility



Error reduction



Remote access digital files



Increased supplier trust & satisfaction



Want to automate your AP process like the Domingo Alonso Group?

Our team is at your service.

About Esker

Esker is the global authority in AI-powered business solutions for the Office of the CFO. Leveraging the latest in automation technologies, Esker's Source-to-Pay and Order-to-Cash solutions optimize working capital and cashflow, enhance decision-making, and drive better collaboration and human-to-human relationships with customers, suppliers and employees. Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin.

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