ACCOUNTS RECEIVABLE

Beyond the Balance Sheet

6 stories of real impact & measurable outcomes in accounts receivable

ESKER®

About this ebook

Today's Accounts Receivable (AR) teams are instrumental in not only ensuring accurate and on-time payments, but also directly supporting the Office of the CFO's ability to plan, invest and scale with confidence. Unfortunately, AR teams must perform these critical functions in an era of "do more with less" while external challenges — economic volatility, tighter credit conditions and rising delinquencies — incessantly knock at their door.

This ebook showcases the inspiring journeys of AR teams that answered the call by utilizing Esker's AI automation solutions. In it, you'll explore their journeys of financial transformation and learn practical strategies that can translate to measurable outcomes for your business.

Contents

ESKER

Introduction

In today's economic landscape, stability feels increasingly out of reach. Finance leaders, ever the proactive planners, have wasted little time turning their attention to AR — with 75% of them saying AR now plays a more strategic role in their organizations.[1]

But despite its growing influence and importance, AR's ability to shorten payment cycles, improve working capital and strengthen business resilience is constrained when manual work, scattered tools and error-prone processes are commonplace.

And that's where the real gap emerges: The Office of the CFO, acting as the enterprise's chief navigator, needs sharper visibility, firmer cash control and smoother operations to maintain a clear, steady course. Yet the very engine powering those efforts — AR — keeps stalling out.

Why AI automation?

Automation solutions powered by AI technology turn these constraints into opportunities. By eliminating manual tasks and visibility gaps across the entire invoice-to-cash (I2C) process, finance teams can propel AR into the growth enabler the modern moment demands.

- **You get paid faster.** From invoices to follow-ups, everything involved in "getting paid" happens sooner and more predicably.

- **Your team gets time back.** Fewer low-value tasks means more time for meaningful work.

- **You see what's happening.** Risks, trends, incoming cash ... it's all clearly visible and actionable.

- **Your customers are happier.** Smoother processes mean fewer issues and stronger relationships.

1. Unlocking the Potential of Accounts Receivable in 2024. February 9, 2024. Revelwood.

ESKER

Spotlight: Esker's Accounts Receivable solution suite

Before learning about the journeys of AR teams using AI automation, let's first explore the foundation behind the success — Esker's Accounts Receivable solution suite. Powered by embedded AI and modular automation, the suite is built to optimize the entire I2C cycle, streamlining key functions such as credit management, customer invoicing, payment, cash application, deductions management and collections.

This end-to-end approach not only reduces manual effort and improves customer experience, it supports the Office of the CFO's most strategic goals by reducing DSO, improving cash forecasting and optimizing working capital — all from a single, intuitive platform.
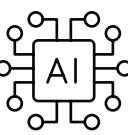
AI & GenAI agents
Predictive insights and digital assistants guides users to faster decisions and better outcomes across the I2C journey.

Modular by design
Deploy only what you need with interoperable modules that fit your AR strategy.
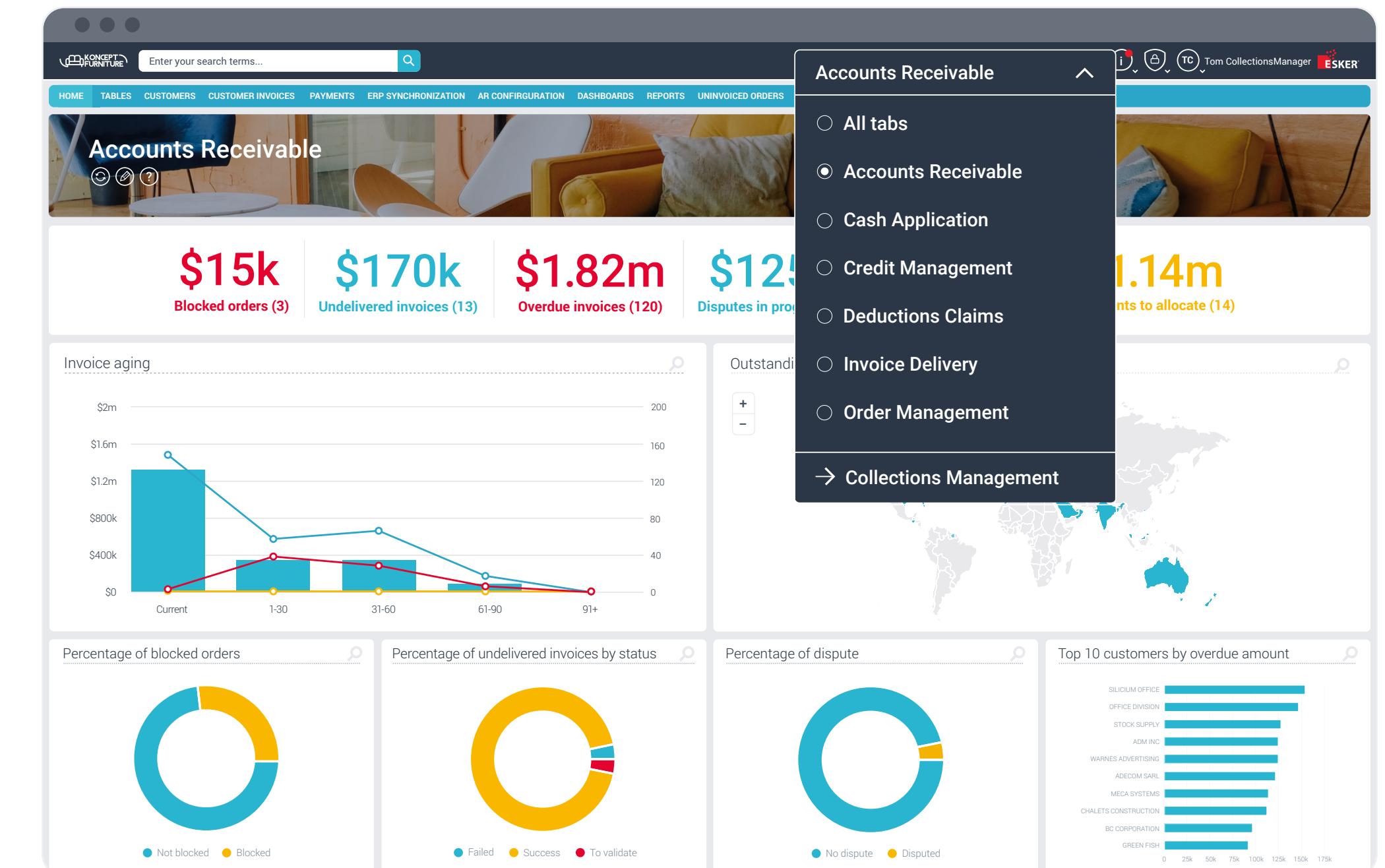
Dashboards & insights
Turn data into decisions by tracking KPIs like DSO and dispute resolution, monitoring team performance in real time, and easily surfacing trends and risks.
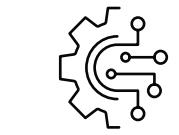
Seamless integration & adoption
Connects natively to major ERPs with an intuitive interface and built-in collaboration tools for cross-functional teams.

Esker Synergy:
We do AI differently

Built on 15+ years of research and development, Esker Synergy AI is the powerful set of technologies designed to address the evolving questions about AI usability, security and sustainability. Here's why Esker stands out in a sea of AI providers:

Your data stays yours.

All Esker solutions and Synergy GPT functionalities are designed to ensure data security and privacy, ensuring your data cannot be used, saved or shared by third parties.

Our AI is purposeful and responsible.

We train our own LLM for targeted, purposeful and high-value AI use, while larger models run on shared servers. Our GenAI is continuously optimized for performance and sustainability.

We offer LLM as a Service.

Esker Synergy GenAI is seamlessly integrated into our solutions, so you don't need a separate LLM provider. We handle prompt engineering, updates and secure scaling, lowering your total cost of ownership.
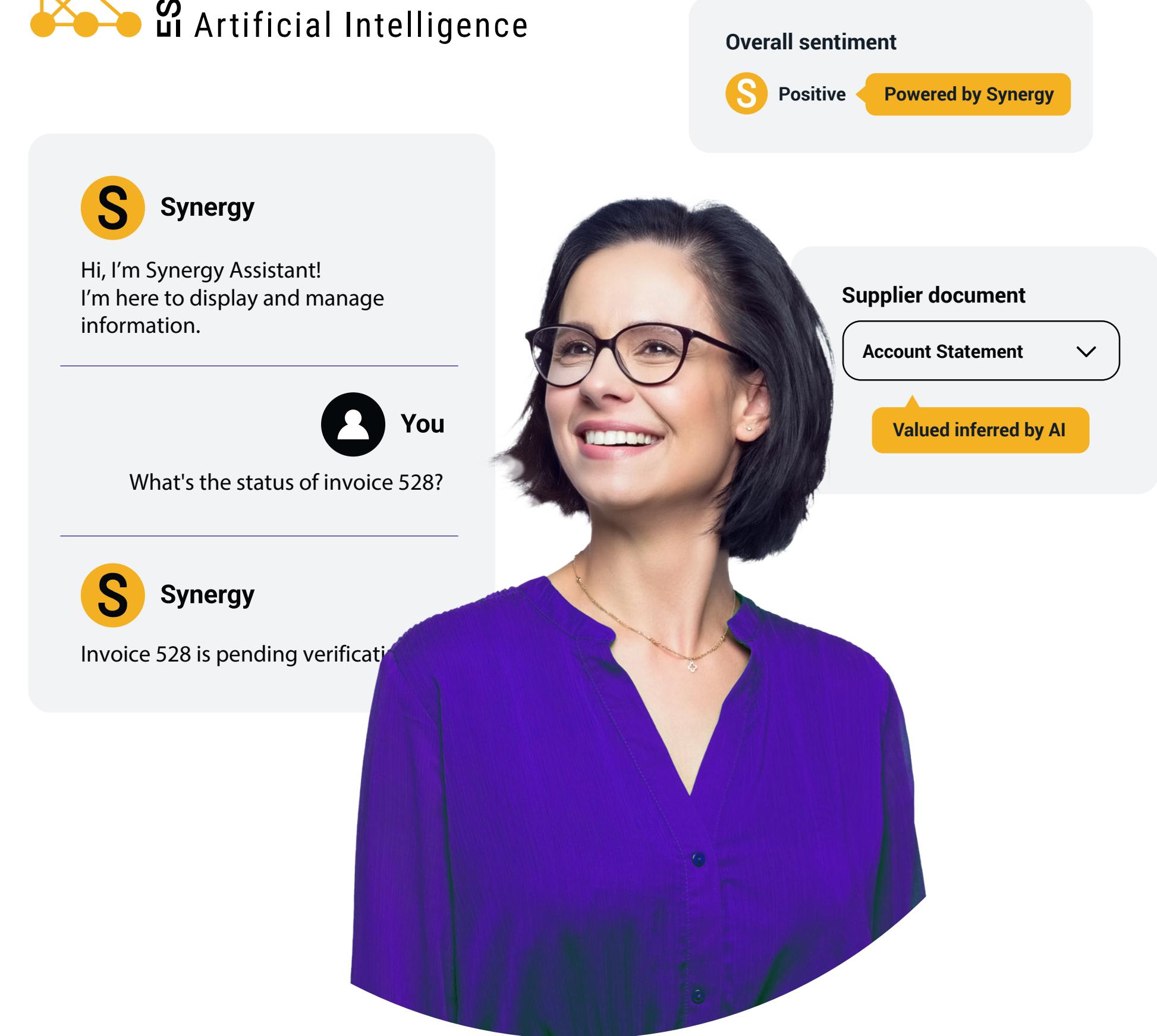
AR automation success stories

The following pages highlight the stories of real Esker customers — all varied in size, location and industry — who have seen success from AI automation in the AR arena. Whether you're a decision-maker who's all-in on AI but unsure of where to start or an AI skeptic who's wary about the ROI, security and costs, let these stories serve as practical inspiration for whatever your next step may be.

AAH

Solution implemented:
Esker Credit Management

Company profile:

💼 U.K.'s leading pharmaceutical distributor and wholesaler

👥 27,000 U.K. customers

💳 £3.1 billion annual revenue

👥 3,000 employees

📍 Headquarters in Warwick with 11 local distribution centers

⚙️ ERP: Ingres

AAH Pharmaceuticals

Onboarding in days, not weeks

AAH Pharmaceuticals carries out around 140 new credit apps and 3,000 verifications of pharmacies per month. Previously, these processes were handled manually, including data entry into several ERP systems. With each app, an additional mandatory process was required to check the customers' registration. One person devoted to data entry each day, updating and maintaining a spreadsheet which tracked every app being received. In addition, the Sales team were inundated with issues and complaints from customers because the onboarding process for new pharmacies was taking too long.

AAH chose Esker Credit Management to turn complexity into clarity. With automated license checks and approval workflows, the onboarding process became fast, transparent and easy to manage. Teams could see exactly where each app stood, who owned the next action and what needed to happen next. Sales teams were thrilled, customer complaints vanished, and pharmacies noticed the difference. Roles were redeployed from manual entry to proactive credit control, helping AAH target overdue debts and improve risk management.

"Our competitors used to open applications faster than us. But now we've turned the tables completely."

George Kerr
Senior Credit Manager, AAH

Key results

- Onboarding time reduced to 2.5 days
- £500,000 in savings within 10 months
- 4 roles redeployed to customer engagement
- 83% reduction in credit app processing time
- Significantly reduced customer complaints

ESKER

Z ZIMMER BIOMET

Solution implemented:
Esker Collections Management

Company profile:

💼 Healthcare and digital technology solutions

👥 17,000+ employees

🌐 31 global offices

📍 Headquarters in Warsaw, Indiana

⚙️ ERP: SAP®

Zimmer Biomet India

Cutting DSO in half

Zimmer Biomet's subsidiary in India was facing a familiar challenge: Manual AR processes were slowing everything down. Reports were outdated before they were read, follow–ups were inconsistent and customers had little visibility into balances. The Finance team was stuck in a reactive loop, with no real–time data to support Sales. It wasn't just inefficient — it was unsustainable.

With Esker Collections Management, Zimmer Biomet turned the tide. Automated reports now land in inboxes every Tuesday morning, giving teams the insights they need to act fast. Sales reps no longer wait for Finance — they log into the portal, see what's due and follow up directly. Customers, too, have access to their accounts, reducing disputes and improving payment behavior.

Zimmer Biomet has since expanded its automation journey, adding Esker Credit Management and Cash Application to further streamline operations. What began as a collections fix became a foundation for financial excellence.

"Esker Collections Management led to a reduction in DSO, from 130+ days to below 60 days, greatly improving cashflow."

Ajay Bagga
Country Head for South Asia, Zimmer Biomet

Key results

• DSO reduced from 130+ days to <60 days

• Overdue payments dropped to just 6%

• Real–time access for Sales and customers

• Stronger Finance/Sales collaboration

• Improved audit readiness and financial governance

ESKER

INTERNATIONAL SOS

Solutions implemented:
Esker Invoice Delivery
Esker Collections Management
Esker Cash Application
Esker Accounts Payable

Company profile:

💼 Healthcare

👥 13,000+ employees

🚀 Est. 1985

📍 Headquarters in London, U.K. and Singapore

⚙️ ERPs: Orcale, SUN6

International SOS

Connecting AP & AR for end-to-end efficiency

International SOS operates in over 90 countries, coordinating emergency medical and security services through a vast network of providers. But behind the scenes, their Finance team was struggling. Manual AP and AR processes created delays, reconciliation issues and a lack of visibility across the I2C cycle.

Invoices came in by mail, email and portal. Matching payments to customers was a guessing game. Collaboration between AP and AR was fragmented, and planning was reactive at best — that's when International SOS turned to Esker.

By automating invoice delivery, collections, cash application and AP, the company created a unified, intelligent finance ecosystem. Supplier invoices were processed faster. Customer invoices were delivered with all supporting documents. Collections became proactive, and cash app was no longer a bottleneck. AI–powered workflows learned from user behavior, matching payments with precision and freeing up staff to focus on strategic tasks.
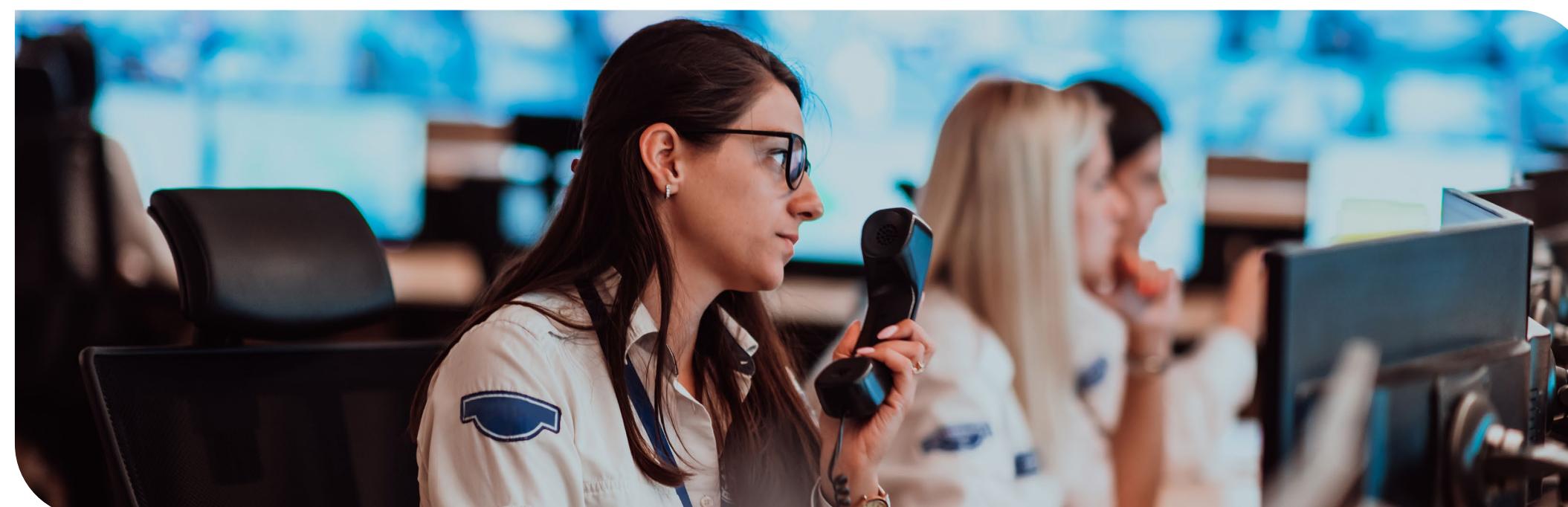
"It was crucial for us to streamline our AP and AR processes from start to finish to ensure that our customers are billed correctly."

Ross Mackay
Group Head of Global Shared Services & Finance Optimization, International SOS

Key results

• 95% of invoices processed electronically

• Faster dispute resolution and cash app

• Improved collaboration between AP and AR

• Simplified budget planning and spend

• End–to-end visibility across finance operations

ESKER

CLARIO.

Solutions implemented:
Esker Invoice Delivery
Esker Collections Management

Company profile:

🧰 Healthcare

👥 5,000 employees

🚀 Est. 1972

🌐 10 locations in North America, Europe and Asia

📍 Headquarters in Philadelphia, PA

⚙️ ERPs: Orcale JD Edwards, Microsoft Dynamics 365

Clario

Reducing past-due payments by 71%

When Michael Piercy joined Clario as Director of Accounts Receivable, he inherited a system that was anything but efficient. Collections were managed in spreadsheets, aging reports were created once a week without any real-time tracking of payment application, and staff spent hours uploading invoices manually to customer portals.

Thanks to Esker, Clario didn't just automate inefficiencies — they transformed. Esker Collections Management introduced smart reminders and centralized communication, giving collectors the tools to act with precision. Esker Invoice Delivery streamlined submissions to AP portals and added visibility into when invoices were opened — a game-changer for accountability and rebate accuracy. Clario's journey is proof that with the right tools, even the most complex AR challenges can be turned into strategic wins.

> **"If a customer says, 'We never received that invoice,' I can go [in the solution] and confirm the exact person and date associated to the opening of that invoice email."**
>
> **Michael Piercy**
> Director of Accounts Receivable, Clario

Key results

- Lowered DSO by 13%
- Reduced payments 30+ days past due by 71% (81% for 90+ days past due)
- 80% reduction in time uploading invoices to AP portals
- Thousands of dollars in savings thanks to accurate invoice reporting

ESKER

Fletcher Building Group

From manual mayhem to cashflow clarity

Across Australia and New Zealand, Fletcher Building Group operates a diverse portfolio of businesses — from Laminex's decorative surfaces to Fletcher Steel's distribution network. But despite their differences, both teams faced a common challenge: manual cash allocation. At Laminex, the Banking team was buried under hundreds of payments a day. Month-end meant long hours, high pressure, and a backlog of unallocated cash. At Fletcher Steel, complex remittances, missing data and early morning starts were the norm. The team was spending up to 16 hours on peak days just trying to reconcile payments.

That's when both businesses turned to Esker Cash Application. With six months for Laminex, they had already auto-allocated 52% of payments and reduced unallocated cash by 95%. At Fletcher Steel, Esker brought visibility, speed and relief. Remittances with 800+ line items that once took two hours to process now took just seconds. The AI-powered suggestions helped the team focus on collections instead of reconciliation.

Together, these two stories show how Fletcher Building Group is using automation not just to save time — but to empower teams, improve accuracy and unlock strategic value across the finance function.
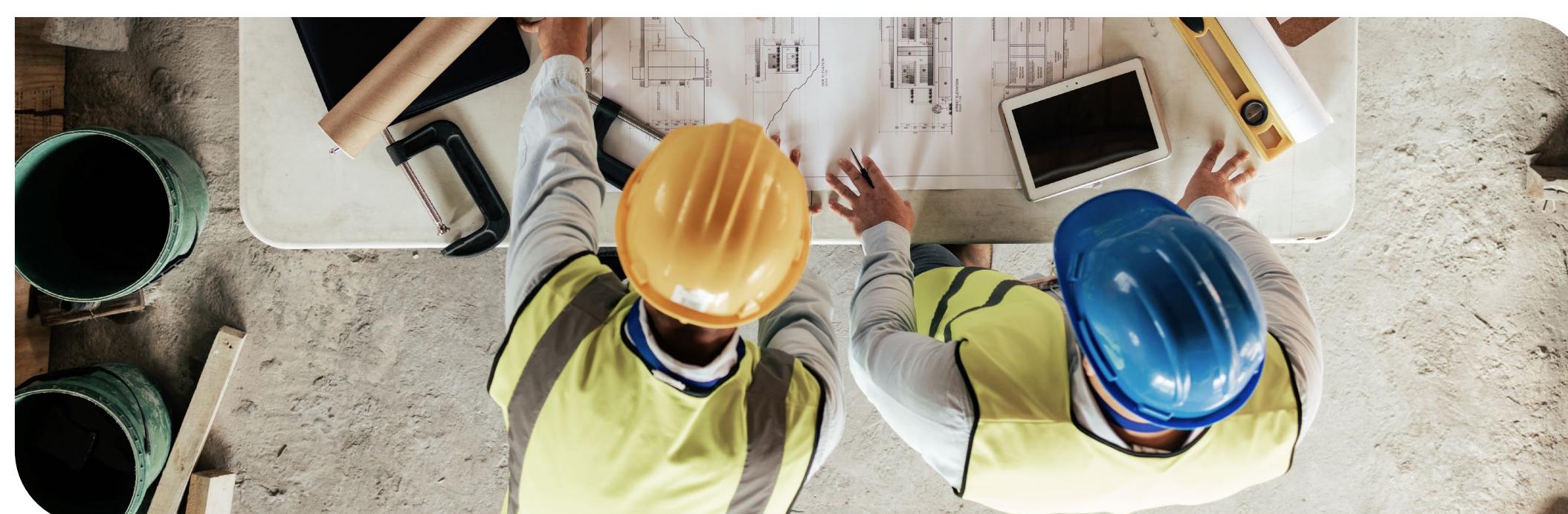
> "Esker has changed our lives in terms of cash application. We now have a full view of payments received and remittances to validate."

Mozima Mohammed
National Credit Manager, Fletcher Steel

Key results

- Up to 50% reduction in processing time

- 95% decrease in unallocated cash at month-end

- Remittance processing time cut from 2 hours to seconds reduction in unapplied payments

- 30% reduction in unapplied payments

- Improved staff well-being and team morale

- Accurate financial reporting and real-time visibility

ESKER

LENNOX
EUROPE MIDDLE-EAST AFRICA

Solutions implemented:
Esker Invoice Delivery
Esker Collections Management
Esker Accounts Payable

Company profile:

Manufacturer and distributor of heating and cooling solutions

3 production plants

40K annual supplier invoices

30K annual customer invoices

€170 million in sales

ERPs: SAP®, MAPICS, Produflex

Lennox EMEA

From paper trails to performance gains

Lennox EMEA was buried under paper. With over 70,000 invoices processed annually across customer and supplier cycles, the Finance team was spending more time chasing documents than driving strategy. Invoices were mailed, manually reconciled, and tracked in spreadsheets. Teams worked in silos, and knowledge disappeared when staff moved on.

Lennox launched a bold digital transformation with Esker's AI-powered automation solutions. They tackled the problem in three phases. First, they automated the sending of 30,000 customer invoices, eliminating the manual folding, stuffing and mailing of 15,000 paper documents. Next came collections. Dashboards replaced guesswork. Payment terms were tracked automatically. Sales and Finance finally had a shared view of customer accounts. Then came the breakthrough: AP automation. Supplier invoices were digitized, with 70% now received electronically. A portal gave full visibility from receipt to payment. Three-way matching saved days of processing time. And late payments — once common — began to fade.

The transformation didn't just improve operations — it elevated the team. Collaboration flourished. Employee satisfaction soared. And Lennox became a more attractive place to work.

"Team collaboration company-wide has improved, employee feedback is positive and our job function has become more valued."

Céline Lamarène
Accounting Manager, Lennox EMEA

Key results

• €500,000 improvement in working capital

• 50% reduction in overdue invoices on small accounts

• 2–3 days saved per invoice via three-way matching

• 70% of supplier invoices now received electronically

• Enhanced performance, visibility and recruitment appeal

ESKER

Conclusion

The stories in this ebook share a common thread: financial transformation. Whether it was Clario streamlining collections, Lennox unlocking €500,000 in working capital, or Zimmer Biomet cutting DSO in half — each company turned a challenge into a strategic win.

These aren't just operational improvements. They're cultural shifts where teams are more aligned, customers are better served and AR is no longer a back-office function — it's a driver of growth. AR automation isn't just about faster payments and operational efficiencies. It's about unlocking potential in your people, your processes and your performance.

If you're acutely aware of the limitations of your legacy systems and manually run finance functions, it might be time to write your own AR success story. And when you're ready, we're here to help.

ESKER

Hi, we're Esker

Esker's AI Automation Suite for the Office of the CFO leverages the latest in Agentic AI and automation technologies to optimize working capital and cashflow, enhance strategic decision-making, and improve human-to-human relationships with customers, suppliers and employees. Esker's Source-to-Pay and Order-to-Cash solutions automate any business process while supporting long-term growth strategies.

40
years of experience with 20+ years focused on cloud solutions

1,100+
employees serving 1.12M+ users and 3,000+ customers worldwide

15
global locations with headquarters in Lyon, France

€205.3
million in revenue in 2024

POSITIVE-SUM GROWTH

Your Employees and Partners

Your Suppliers

YOUR COMPANY

Your Customers

The Planet

EVERYONE WINS
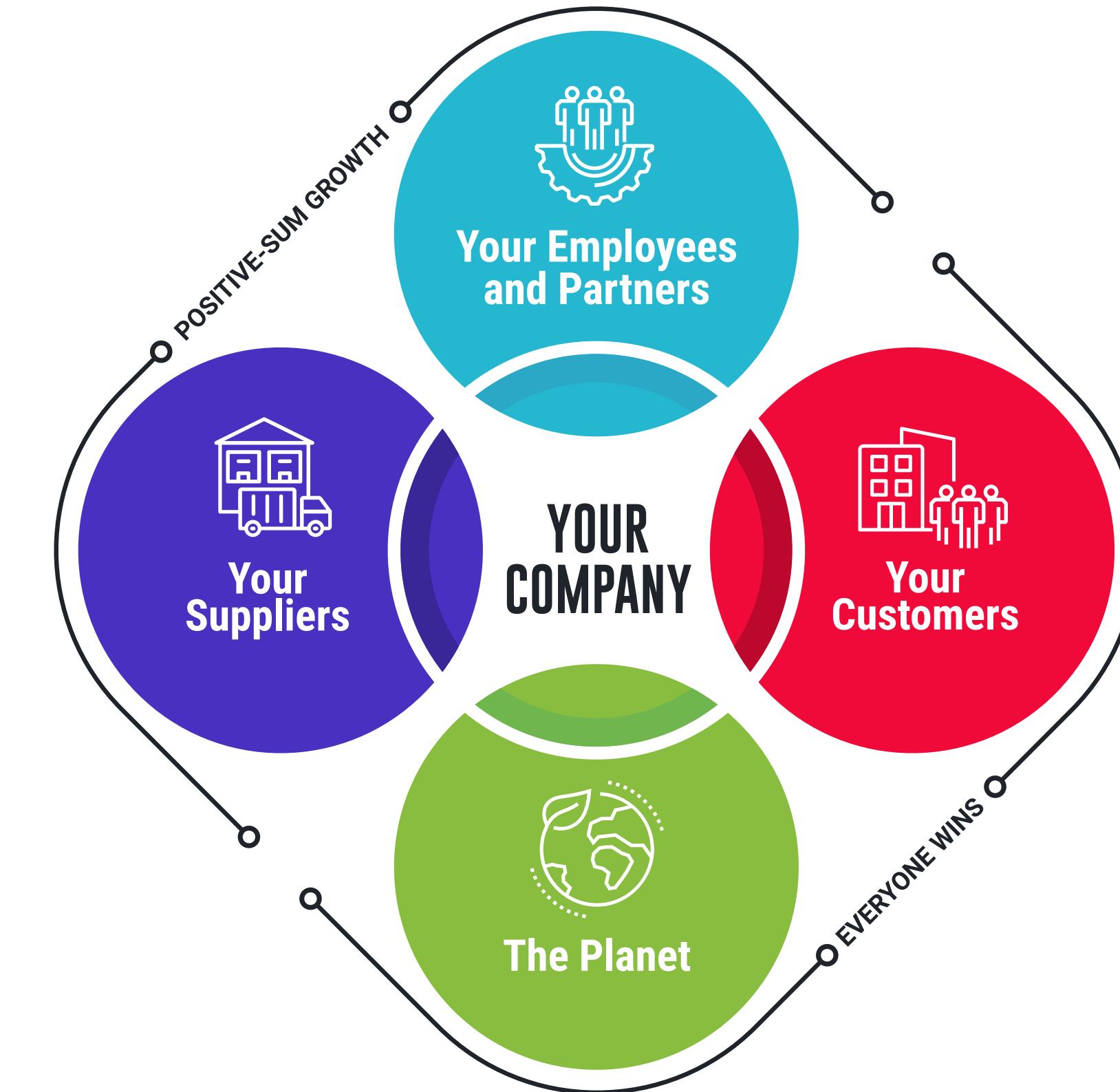
Business success is best when shared

At Esker, we believe the only way to create real, meaningful change is through positive-sum growth. This means achieving business success that doesn't come at the expense of any individual, department or company — everyone wins! That's why our AI-driven technology is designed to empower every stakeholder while promoting long-term value creation.

ESKER

ESKER

www.esker.com

019-EBOOK-AR-EN-A