YASKAWA

Reducing Past-Due Invoices By 70% with SAP®-Integrated, AI-Driven Automation

By automating its AP process, Yaskawa America, Inc. has enabled its team of AP analysts to work more efficiently and strategically — all without adding headcount to manage increasing invoice volumes. **Here's their story.**

ESKER®

Yaskawa America, Inc.

🏭 **Manufacturing**

🤝 **100+ end-users**

🏆 **Founded in 1967**

👥 **1,000 employees**

📍 **Headquarters in Waukegan, IL**

🏪 **12 subsidiaries across the Americas, 9 in the U.S.**

Challenges

Increasing AP efficiency to support growth

As the world's largest manufacturer of AC inverter drives, servo and motion control, and robotics automation systems, Yaskawa America, Inc. has a reputation for outstanding quality and reliability. Naturally, with success comes growth, and for Yaskawa's accounts payable (AP) team, this meant looking for ways to increase efficiencies in its AP process as invoice volumes grew and headcount remained stable.

Processing up to 8,500 invoices every month, Yaskawa had several manual elements in its AP operation prior to automating with Esker – an all-too-common pain point for its team of analysts.

"We were seeing close to 800-900 invoices every day that were past-due," said Angelina Wappel, Senior Treasury Analyst. "This led to constant emails from our vendors, which means our team was wasting time giving status updates on invoices instead of processing them. Everything became a fire drill."

Objectives

📩 **Pay vendors faster** by enabling AP analysts to be more agile & efficient, while facilitating more touchless invoice processing

🔲 **Reduce errors** by empowering AP analysts with AI-powered tools

🖥️ **Achieve process uniformity** so that AP analysts can follow a similar workflow every time (e.g., input, review, approve, pay)

☁️ **Pursue a cloud-based model** that would allow for greater flexibility in the workforce

Solution

Centralizing payables through an intuitive cloud platform

Yaskawa selected Esker Accounts Payable as its automation solution thanks to its robust functionality (e.g., AI-driven data capture, touchless processing, electronic workflow) and integration with the company's existing SAP® system.

"There's a very seamless communication between Esker and SAP," said Wappel. "The fact that you can see the perfect invoice right next to the data you're pulling from SAP is like looking at both systems simultaneously."

Advanced capabilities such as first-time recognition, machine learning and teaching help Yaskawa's team achieve the highest possible invoice recognition rates as fast as possible, while customizable dashboards allow users to easily prioritize their tasks and access critical AP metrics in just a few clicks.

Cloud advantages

Another standout feature was that Esker's solution links to the cloud versus Yaskawa's network – something its previous provider couldn't offer. This proved particularly invaluable in the months following implementation, as the pandemic forced Yaskawa's team to work from home. "Esker made it very seamless going from the office to home, being that it's a web-based program and how it links so well to the ERP," added Wappel.

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> Senior Treasury Analyst, Yaskawa

"Gold Level" CX service

One big advantage Yaskawa found post-implementation was in Esker's CX team. In choosing Esker's "Gold Level" of CX service, Yaskawa is afforded several advantages in optimizing its solution, including regular engagement calls, on-the-spot training and even on-site visits.

"The benefits of meeting with Esker's team a couple times a month is huge," said Wappel. "Not only do they provide several different solutions for any time there's a hiccup, we're also able to see, 'Oh my gosh, the solution does this, this and this.' We've seen a lot of benefits there."
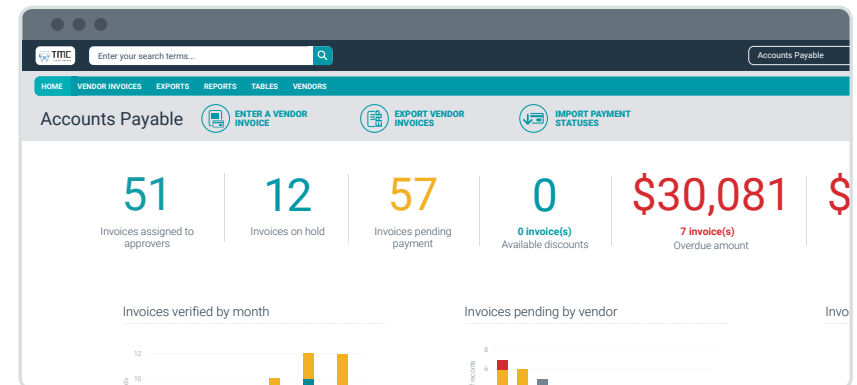
Results

Achieving greater speed, visibility & efficiency across the entire AP process

With growth anticipated over the next several years, Yaskawa now has a strong digital foundation that allows its AP team more time for value-added tasks by reducing the number of "touches" in its process. This has not only facilitated happier, more productive analysts, it hasn't required additional headcount to manage rising invoice volumes.

"Because of all the efficiencies, we've been able to make ourselves a better payables group," said Wappel. "The only way for analysts to set priorities for the day is by getting that visibility. I can't emphasize enough how you can really go into Esker and see the whole picture – discounts, past-dues, pending payments – it's really nice."

Highlights

Improved access to & visibility over discount invoices, past-due invoices & good receipts

Reduced past-due invoices by 70%, going from past-due invoices frequently close to or exceeding 1,000 to now under 300

Reduced DPO by 38% (from 40 to mid-20s)

Increased discount average by 10% that would allow for greater flexibility in the workforce

Improved vendor relationships thanks to faster, more accurate payments

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Angelina Wappel
Senior Treasury Analyst, Yaskawa

Future improvements

Supplier statement matching is one element of Esker Accounts Payable that Yaskawa plans to explore in the future, which not only ensures that invoices are properly recorded, but helps improve on-time payment, reduce supplier queries and achieve high accuracy of ledgers.

Yaskawa also intends on utilizing Esker's online supplier portal, which provides suppliers with self-service access to payment information. "I think that will be huge for us so we can communicate a bit more seamlessly with some of our vendors," added Wappel.

Want to automate your accounts payable process like Yaskawa?

Our team is at your service.

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 Source-to-Pay (S2P) and Order-to-Cash (O2C) processes.

info@esker.com • www.esker.com

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