

Order Management

MOEN[®]

Achieving 50% Faster Order Processing Speeds

Moen's use of Esker Order Management has positively transformed what used to be a manual, labor-intensive process across its U.S. and Canadian locations.



At a glance

Moen



Industry: Manufacturing



**Headquarters: North
Olmsted, OH**



Established in 1947



SAP® (ERP)



Challenges

Before Esker, approximately 70% of the orders that Moen received in the U.S. were sent via fax (versus only 30% via EDI) and had to be manually entered into the company's SAP® system.

This, according to Karen Rechenbach, Moen's Customer Service Business Support Leader, caused a number of issues for her team: "Our staff was having to spend a bulk of their time walking to fax machines, assembling orders, stapling them — all the low-value manual tasks that inhibit speed and productivity."

After leveraging research from a handful of industry analysts, Moen began to explore a variety of vendors for potential solutions that could streamline its order management process.

■ ■ ■ **"The other providers at the time were nowhere
■ ■ ■ near what Esker could offer in terms of
■ ■ ■ functionality. In the end, it made our decision a
■ ■ ■ fairly easy one."**

Karen Rechenbach

Customer Service Business Support Leader

Solution

Ultimately, Moen selected Esker Order Management for three key reasons:

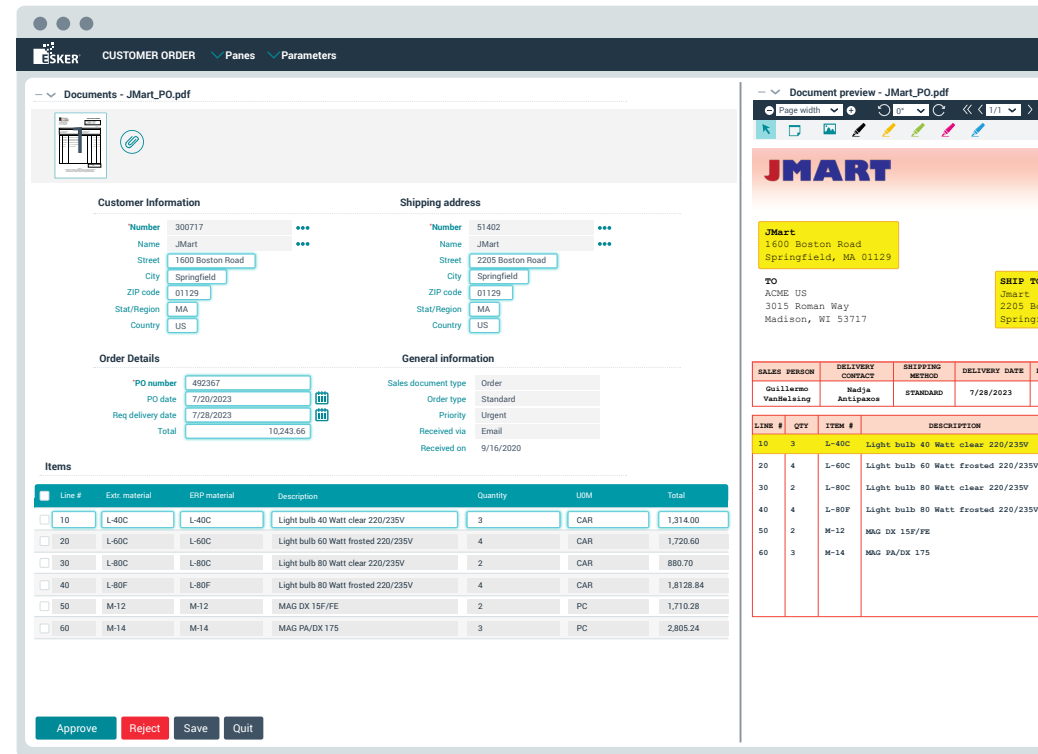
- **Paperless workflow.** Esker's ability to let order data flow directly into SAP without Moen's staff having to touch a piece of paper represented a huge amount of savings.
- **Improved use of resources.** Implementing Esker meant that Moen could reallocate the individual whose primary duty had been to gather, scan and distribute fax orders.
- **Easy order creation.** The ability to clearly see the validation form laid out with customization options was a big benefit to Moen in terms of gaining additional efficiencies.

Esker Order Management takes the pain out of traditional order management by removing virtually all manual touch points – from reception of an order to its creation in the ERP system to electronic archiving – allowing orders to be quickly processed and tracked in real time, regardless of how they arrive, with complete accuracy, visibility and efficiency.

■ ■ ■ ■ **“With Esker, it really doesn't matter how we receive orders anymore. They all come through one point of contact and flow into SAP – it's that simple.”**

Karen Rechenbach

Customer Service Business Support Leader



Results

Since its initial implementation of Esker Order Management, Moen has expanded automation capabilities to both its U.S. and Canadian locations. Furthermore, customers have since reduced their use of fax in favor of email, adding another dimension to Moen's order management process.

For Karen Rechenbach, however, Esker has had a calming effect on what otherwise could have been a complicated process: "With Esker, it really doesn't matter how we receive orders anymore. They all come through one point of contact and flow into SAP – it's that simple."

Moen has also had positive experiences with Esker's staff members, both during implementation and upgrades, as well as during Esker's educational customer community events.





"I always appreciate the support within the Esker community," said Rechenbach. "I feel like I can go to their team members with any question or concern and we'll always work together to solve it. Not only are the Esker folks smart and supportive, they make everything fun and more enjoyable."

- ■ ■ **"We went from zero visibility to having full transparency into our order management process. We know exactly what's going on and can shift our resources as needed."**

Karen Rechenbach
Customer Service Business Support Leader



Highlights

-  **Reduced order processing time by 50%** (4.5 minutes to 2.5 minutes per order)
-  **Improved prioritization of workflow**, allowing resources to be more appropriately allocated
-  **Ability to ensure same-day processing** thanks to reporting capabilities
-  **Maintained a 99.5% accuracy rate**

Want to transform your order management process like Moen?

Our team is at your service.

About Esker

Esker is a global cloud platform built to unlock strategic value for Finance, Procurement 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.

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