

Accounts Payable



# Parkbridge

## Revamping AP Processes to Enhance Productivity, Efficiency & Visibility

After automating accounts payable (AP), Parkbridge Lifestyle Communities, a Canadian business, has been able to increase invoice processing capacity while giving valuable time back to staff. [Here's their story.](#)



## At a glance

# Parkbridge Lifestyle Communities



**Developer and owner-operator of residential land lease communities**



**350+ permanent, 450+ seasonal employees**



**Established in 1998**



**Headquarters in Collingwood, Ontario, Canada**



**MS Dynamics GP**



# Challenges

## Getting rid of manual AP tasks & disjointed processes

Parkbridge Lifestyle Communities is Canada's leading operator, developer, and owner of residential communities and recreational RV resort communities across the country. Prior to adopting Esker, Parkbridge's AP department depended on the use of two separate systems for invoice processing: one for three-way matched invoices and another for all other invoices. Additionally, staff members were required to switch between different applications within Parkbridge depending on the invoice, adding more complexity to the workflow. Moreover, invoices then had to be subsequently uploaded to SharePoint.

Visibility was another major obstacle for Parkbridge's payables. Before implementing Esker, there was no way to accurately discern daily invoice processing volume across the company's extensive portfolio (which includes over 100 residential communities and RV resorts located across six provinces coast to coast).

Parkbridge knew it needed to pivot to take control of its AP process. When it came time for an action plan, it was Esker's user-friendly interface and AI-powered features that made it the clear choice for Parkbridge's AP automation initiative.

## Objectives



**Overhaul current AP process** to simplify workload and eliminate manual processes.



**Increase staff efficiency** to allow for additional invoice processing or focus on other value-added tasks for the organization.



**Increase visibility** across the entire AP department for staff and managers.

# Solution

## Leveraging machine learning to save time, energy & resources

Following the adoption of Esker Accounts Payable, there was a significant improvement in the visibility of the staff's workload. Employees gained the ability to monitor individual workloads and redistribute tasks as needed to help assist AP team operations. Now, Parkbridge's AP operations no longer have to miss a beat. Even if someone is out of office, Esker's intuitive interface makes it easy for other employees to step in to help out without a hassle.

"It's really changed the way they've been able to work," said Parkbridge Senior Business Analyst Melissa Holben. "In addition to better visibility and not having to do so much manual input, it's made sharing the work so much easier."

The company has also been able to save significant time with the help of Esker's internal communication services. By giving employees online access to important information, documents and invoices, the teams are streamlined into one system and communication stays with the invoice.

Additionally, Esker has made it possible to manage multiple invoices from the same supplier. With Esker's AI-driven data capture tools, the invoices are often already loaded with the correct vendor, invoice, PO, and receiving transactions – a process that was more time-consuming in the past.

■ ■ ■ ■ **"Being able to have this level of visibility  
has been really empowering for staff."**

■ ■ ■ ■ **Melissa Holben**

Senior Business Analyst, Enterprise Solutions  
Parkbridge Lifestyle Communities



# Results





## Bridging the gaps in workflows & capitalizing on full AP visibility

Previously, the Parkbridge AP team had to manually adjust the unit cost of goods or services in case of incidentals. But with Esker Accounts Payable, they can now easily add line items for incidentals on invoices, which aids in enhancing cross-departmental understanding regarding incidental charges. Additionally, three-way matched invoice processing time has decreased significantly from an average of 3-4 minutes to just 30 seconds per invoice when all items match.

Parkbridge now benefits from a level of visibility that empowers employees to manage their AP process effectively and proactively.

Moreover, the manual workload on the AP department has been greatly reduced, enabling them to spend their time more intentionally and strategically in ways that add real value to the company.

## Highlights

-  **Three-way matched invoice processing reduced** from 3-4 minutes per invoice on average down to 30 seconds.
-  **Gained the visibility needed** to take control of the entire AP process.
-  **Drastically reduced manual AP workload**, making day-to-day activities significantly more efficient.
-  **Increased invoice processing capacity** without taking on additional headcount.

■ ■ ■ “What was truly invaluable was having other departments outside of AP be a part of the process and having the solution be customizable enough so that they could get all the information they needed from Esker too. It doesn’t cloud our visibility with things we don’t need like regular ERPs do.”

**Melissa Holben**  
Senior Business Analyst, Enterprise Solutions  
Parkbridge Lifestyle Communities



# Want to automate accounts payable like Parkbridge Lifestyle Communities?

**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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