



# PARTS TOWN SUCCESS STORY

GENERATING \$30K+ IN ADDED SAVINGS PER MONTH  
THANKS TO ACCOUNTS PAYABLE AUTOMATION

## BACKGROUND

As a supplier of genuine OEM restaurant equipment parts, Parts Town has quickly become one of the fastest growing privately held companies in North America. But with that success came a lot of added pressure and challenges — particularly concerning the company's accounts payable (AP) processes.

Like a lot of organizations, Parts Town had been using primarily manual methods to conduct critical AP tasks like data entry and approval, along with relying on Outlook as an invoicing queue. However, with close to 30% growth in the last two years alone, Parts Town simply couldn't keep up. Eventually, Parts Town came to the realization that it needed a more cost-effective and sustainable alternative. The search for an AP automation solution provider had begun.

## SOLUTION

Fortunately, Parts Town didn't have to endure an extensive vendor search or exhaustive exploratory process to find the replacement solution it was looking for. Esker was already playing a prominent role in the company's document process improvement efforts. Parts Town had previously used Esker with great success to automate processes within its order-to-cash (O2C) cycle, including order management and accounts receivable (AR). Because of its well-established relationship, and the fact that Esker offered an end-to-end AP automation solution, Parts Town wasted little time in choosing Esker as its AP automation provider.



**BEFORE ESKER'S AP SOLUTION, WE HAD NO CONTROLS IN PLACE WHEN ROUTING INVOICES FOR APPROVAL — SOME ROUTINE BILLINGS WERE EVEN PROCESSED WITHOUT IT. NOW, ALL EXPENSES ARE ROUTED ELECTRONICALLY WITH FULL TRANSPARENCY AND ACCOUNTABILITY.**

ANDREW PHILLIPS | ACCOUNTING MANAGER

## ABOUT PARTS TOWN

**Industry:** Wholesale & Distribution  
**ERP:** SYSPRO  
**Solution:** Accounts Payable

For over 20 years, Parts Town has been focused on delivering the highest level of customer service for food equipment replacement parts, commercial kitchen accessories and selected food equipment. By recruiting and retaining the industry's leading talent and living its core values, Parts Town has been able to achieve the unique combination of providing the industry's most complete set of value-added capabilities while continuing to provide enthusiastic and expert customer service.

Parts Town has been named to the Crain's "Fast 50" list, recognizing the fastest growing companies in the Chicagoland area for five consecutive years as well as the "Inc. 5000" list of fastest growing privately held companies in North America for six consecutive years.

## BENEFITS AT A GLANCE

- 50%** 50% more early payment discounts captured
- 60%** 60% increase in productivity per user
- 30%** 30% growth rate sustained without increasing headcount



# BENEFITS

Shortly after deployment, Parts Town saw significant ROI and business benefits as a result of Esker's Accounts Payable automation solution. Some of the more impressive results include:

**50% MORE PRODUCTIVITY IN THE AP DEPARTMENT**, with processing capacity per person increasing from 32,000 to 57,000 annual invoices, 40% of which are touchless

**INCREASED VISIBILITY & TRACEABILITY** at all levels

**STANDARDIZED** AP invoice processing across the company

**REDUCED THE NUMBER OF APPROVERS BY HALF** thanks to a validation workflow

**FEWER DISPUTES**, with an objective of staying below 4% thanks to workflow put in place which makes it possible to streamline internal exchanges and be more reactive in dealing with disputes

**REDUCED PAYMENT PERIODS** and ability to negotiate discounts with suppliers

**INCREASED QUALITY OF WORK & REPURPOSED ACCOUNTING JOBS**, with AP staff spending more time on higher-value tasks, such as analysis and dispute handling



**ESKER REALLY ALLOWED US TO GET A GRIP OVER OUR WHOLE AP DEPARTMENT. WHETHER IT'S SHIPMENT DISCREPANCIES OR EARLY PAYMENT DISCOUNTS, WE NOW HAVE INSTANT ACCESS TO EVERYTHING THAT DRIVES VALUE IN OUR PROCESS. THE SOLUTION IS INCREDIBLY USER-FRIENDLY, AND HAS A TON OF GREAT FEATURES EVEN IN ITS MOST BASIC FORM.**

ANDREW PHILLIPS | ACCOUNTING MANAGER

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