



## IPC GLOBAL SOLUTIONS

### EFFICIENTLY MANAGING A 50% INCREASE IN BUSINESS THANKS TO AUTOMATED ORDER MANAGEMENT

## BACKGROUND

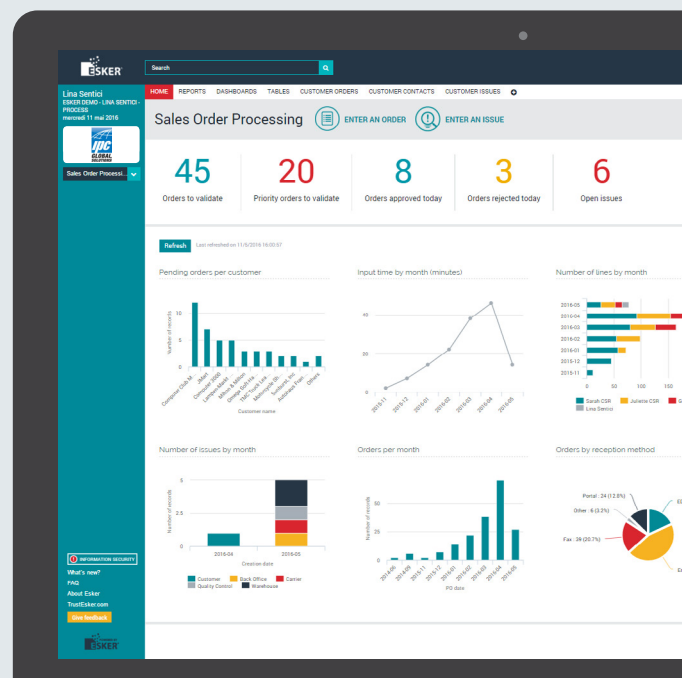
As a manufacturer and distributor of filters and wiper blades for the automotive aftermarket, IPC Global Solutions receives over 350 orders monthly from customers around the world. Received in a variety of formats (e.g., EDI, fax, email, etc.), IPC previously relied on a small staff of Customer Support Representatives (CSRs) to process the orders, which could contain up to 300 lines and take over 30 minutes to process. Particularly challenging was the creation of internal purchase orders (POs) for the company's own manufacturing and distribution sites overseas, requiring duplicate data entry.

## SOLUTION

To help handle the large growth in business it was experiencing, IPC sought a solution that would accelerate order processing, reduce administrative spend and scale with the company. Esker's Order Processing solution met IPC's needs and more, offering a superior interface and Optical Character Recognition (OCR) technology at a better price than the competition.

Esker's solution has consolidated all aspects of order processing, streamlining workflow with its platform and, ultimately, improving customer relationships. Through the use of OCR and machine-learning capabilities, customer orders are quickly and accurately loaded into IPC's ERP system — allowing them to receive orders up to 24 hours sooner.

With its new efficiencies, IPC has been able to take on more business with large line-item orders. "Using Esker has really helped us to scale," said Joe Bowden, business analyst at IPC Global Solutions. "Just because we have an increased amount of orders coming in doesn't mean we are spending more time processing them."



*"We had a staff member who was hesitant to make the transition to Esker's solution. Now that we've implemented it, she tells us she **doesn't know how** she ever did her work **without Esker**. Our employees **enjoy** using the solution."*

Darlene Mancuso | Customer support manager

## BENEFITS

With Esker's solution in place, IPC has achieved substantial results, including:



**Faster order processing;** what previously took up to 30 minutes now takes two minutes



**Increased accuracy;** OCR has boosted order entry accuracy



**Improved customer relationships;** orders are now being received more quickly and accurately



**Centralized workflow;** all orders are accessible on a single platform and not tied to one person



**Expedited shipping;** faster processing means orders are now shipped almost a day earlier



**Freed-up staff time;** employees are able to focus on higher-value tasks, like a future ERP update



*"Esker allows us to be **very accurate** with our orders, which is important to us. Customers are receiving their orders **faster** and we are spending less time processing them and correcting errors. **Everybody wins.**"*

Joe Bowden | Business analyst

## ABOUT IPC GLOBAL SOLUTIONS

IPC Global Solutions, headquartered in Taunton, MA, is a leader in the private label filter and wiper blade business. With a 35-year heritage of supporting the very best names in the automotive aftermarket, IPC has built its success on delivering quality products and service to customers around the world. IPC is an ISO 9001:2008 certified company with manufacturing and distribution facilities in the United States and China.

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