



LUXASIA

PURCHASE-TO-PAY  
INDUSTRY • Retail ERP • SAP

CASE STUDY



## LUXASIA PTE. LTD. INCREASING EFFICIENCY WITH PURCHASE-TO-PAY AUTOMATION AT A SHARED SERVICE CENTER

### BACKGROUND

Luxasia is a luxury specialist in retail and distribution with headquarters in Singapore and 10 locations across Asia. As a rapidly growing company, Luxasia recently began looking to set up a Shared Services Center (SSC) in Malaysia to centralize its accounting department and automate the processing of supplier invoices — initially for Singapore and then, in a second phase, for its subsidiaries.

At the same time, Luxasia also began to rethink its internal processes. Employees seeking invoice approvals had previously created purchase requisitions by hand and printed them out. Purchase orders (POs) were then manually created in the company's SAP® system. In addition to operational costs and workload escalating, the overall invoice process was slow, resulting in increased dissatisfaction among employees and customers.

Luxasia was also processing its internal expense claims by hand. Employees would use Excel spreadsheets, scan paper receipts, then print and pass them onto an accounts payable (AP) specialist to process and manually enter into SAP.

To improve its accounting process, Luxasia sought a solution that could help it meet the following objectives:

- Reduce operational costs
- Increase document visibility and accessibility
- Implement a cloud-based solution to facilitate the setup of its SSC
- Integrate with existing SAP system
- Facilitate other job functions beyond the AP department
- Automate additional processes with the same vendor

### SOLUTION

Luxasia selected Esker's purchase-to-pay solution to automate its purchase requisitions and supplier invoices. The solution was implemented quickly thanks to Esker's use of the Agile methodology and is seamlessly integrated with Luxasia's SAP system. Esker has helped Luxasia streamline its workflow processes, resulting in increased visibility and simplified document retrieval. Today, 561 Luxasia users process documents with Esker.

#### Purchasing automation

Luxasia can now raise a purchase requisition and trigger a workflow for approval of non-inventory items. Once approved, Esker creates the corresponding PO and automatically sends a copy to the supplier. With automation, the company has been able to eliminate paper approvals and gain visibility over the entire process.

#### AP automation

Luxasia now automates its 36,000 annual supplier invoices at its new SSC. Esker's multi-language capabilities, template-free technology and external workflow eliminate the headache of processing diverse invoice formats and languages from multiple offices.

#### Beyond invoice automation

The expense claim automation functionality has helped Luxasia reduce 80% of paper use, as users no longer need to print hard copy receipts. Employees can now track claims and easily communicate with the AP team using the comments section in the solution interface.

Luxasia has also added additional processes to meet internal needs, such as GL account creation, order acknowledgement and payment advice.

*"We are now able to track productivity and **better manage our resources** thanks to Esker's dashboard and reporting capabilities. Esker has also helped us streamline our processes and **ensure a consistent work standard.**"*

Jasmin Ong | Regional Finance Controller | Luxasia

## BENEFITS

Thanks to Esker, Luxasia has achieved numerous benefits, including:



**One automated platform** – all documents and user interactions are housed in one centralized location



**User-friendly interface** – one easy-to-use solution interface makes it easy to train users from all departments



**External workflow** – web-based workflow outside of the SAP system delivers simplified setup of SSCs and the ability to connect with different departments



**Increased efficiency** – eliminated manual data entry led to faster processing of invoices, purchasing requisitions and expense claims



**Enhanced visibility** – critical metrics available at the touch of a button thanks to Esker's customizable dashboards



**Improved communication** thanks to the vendor portal and comments tool which facilitates exchanges between different entities and customers on one platform



**Cross-border support** – Esker's multi-language capabilities enable the reading and processing of invoices in over 120 languages



**On-the-go invoice and purchase requisitions review and approval capabilities** – users have 24/7 mobile access thanks to the Esker Anywhere™ application



*"Esker's solution is fabulous! The interface is **very user friendly** and intuitive. With **full process visibility**, we are confident that all documents make their way through the system and know that we will be prompted if an issue requires immediate action."*

Account Executive | Luxasia

### ABOUT LUXASIA PTE. LTD.

The Luxasia Group is focused on bringing the best global luxury brands to Asia. Its portfolio, which consists of brands such as Burberry, Bvlgari, Dior, Diptyque, Ferragamo, Hermes, La Prairie and Prada, is curated from over 30 years of experience in the luxury beauty industry.

Merging local knowledge with a global perspective, Luxasia's consumer-centric go-to-market strategies and omnichannel distribution approach help international brands access Asia. The company has deep local consumer insights, wide distribution capabilities and an intelligent omnichannel ecosystem which helps it bring the best global beauty brands to its Asian consumers. Headquartered in Singapore, Luxasia has a presence in 10 other locations in Asia, including: Malaysia, Taiwan, Hong Kong, China, India, Indonesia, Philippines, Thailand, Vietnam and Myanmar.

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