

PET LOVERS CENTRE

ACCELERATING THE PURCHASE-TO-PAY PROCESS BY 70% WITH A CLOUD-BASED AUTOMATION SOLUTION

BACKGROUND

Pet Lovers Centre is a pet retail and service chain with 112 stores in Singapore, Malaysia, Thailand, Philippines, Vietnam and Brunei. Manually processing 8,000 invoices each month with purchase orders (POs) generated outside of its SAGE ERP system, Pet Lovers Centre found it difficult to match POs and invoices. In an effort to improve the speed and visibility in its invoicing process, Pet Lovers Centre turned to Esker to automate accounts payable (AP).

SOLUTIONS

Esker's Accounts Payable automation solution eliminated the company's manual pains of traditional AP processing thanks to intelligent capture, touchless processing and electronic workflow capabilities.

Once AP automation was put in place, Pet Lovers Centre realized that Esker could also help improve its purchasing process. Previously, staff spent too much time locating missing documents. Now, with Esker's Purchasing automation solution, all documents, including purchase request approvals, are all located in one place and processes are much more efficient.

By automating the purchase-to-pay (P2P) process, Esker has delivered end-to-end efficiency to Pet Lovers Centre. Communication with suppliers has improved thanks to Esker's supplier portal: Suppliers can now check payment status and history directly on the portal and calls to Pet Lovers Centre's AP specialists have been significantly reduced.



*"Going paperless and having all documents and collaboration in one place has really helped us **work more efficiently** on a day-to-day basis. With **fewer filing cabinets** needed to store printed documents and little to no paper lying around, our office looks much cleaner! The value that we get from using Esker's P2P solution is just priceless."*

Ng Whye Keong | Group Director

BENEFITS

With Esker's solutions streamlining P2P processing activities, Pet Lovers Centre has experienced numerous benefits, such as:



70% faster invoice processing



Increased efficiency with AI-based recognition



Enhanced visibility on important information and reporting thanks to customizable dashboards



Improved communication with Esker's supplier portal



One platform for documents, communication and approval



Comprehensive workflow; electronic approval speeds up processes and allows for increased AP visibility



User-friendly interface facilitates greater user adoption



*"Esker's AI-based recognition has **significantly reduced manual work**. We can now focus on improving other factors within our department rather than handling manual work. The interface is **very user-friendly** and **easy** for new employees to use right off the bat, which has helped us **save time** in new hire trainings."*

Wynona Ho | Accounts Payable Manager

ABOUT PET LOVERS CENTRE

Pet Lovers Centre (PLC) is a home-grown pet retail and service chain that was founded in 1973 as a family hobby business. Since then, it has expanded to Malaysia and Asia. PLC is currently the only company that has vet-trained, pet care consultants (PCCs) stationed in its stores to provide professional advice on pet care. PLC also offers customers on-time delivery to their doorstep, the option to make purchases or check their membership points online, and an online live-chat service. Besides its 112 pet stores in Singapore, Malaysia, Thailand, Philippines, Vietnam and Brunei, PLC runs its chain of "The Pet Safari" thematic pet shopping destinations that bring the best vets, pet breeders products and services under one roof with complete one-stop shopping. Its stores are the only enclosed shopping areas in Singapore, Malaysia, Thailand and Vietnam where owners are allowed to shop freely with their pets.