

FUJI XEROX SINGAPORE SUCCESS STORY

IMPROVING CUSTOMER EXPERIENCE & OPTIMISING PRODUCTIVITY & CASH FLOW MANAGEMENT

BACKGROUND

Fuji Xerox Singapore, a leading provider in offering smarter ways to work with document-related solutions and services, was manually processing an average of 32,500 invoices each month, making billing and invoice tracking tedious and time consuming. Sending out monthly invoices took up to nine working days. This translated into cash flow issues for the company, as changes in customers' addresses were not always updated and invoices wrongly addressed, resulting in late payments.

Fuji Xerox Singapore pursued an overhaul of its invoicing system as part of its digital business transformation. The objectives were to speed up invoice processing, gain visibility over the billing process and reduce the company's reliance on paper, dovetailing with its green corporate goals to reduce its carbon footprint.

SOLUTION

The hassle of manual invoice processing at Fuji Xerox Singapore could only be eliminated with an intelligent system that could automatically format, deliver and archive invoices. Esker's Accounts Receivable Solution addressed these needs. Esker combines a set of technologies to automate the delivery and archiving of customer invoices via any media (e.g., paper, e-invoices, EDI, etc.) – all while providing real-time visibility into invoice delivery status. Invoice copies and credit notes are available on Esker's customer portal via a user-friendly online dashboard, accessible 24/7. This in turn helped Fuji Xerox Singapore efficiently track invoices by flagging if a customer had viewed an invoice or if an invoice was unsuccessfully sent.



THANKS TO ESKER, WE HAVE BEEN ABLE TO AUTOMATE OUR AR PROCESS. E-INVOICING IS ONE OF THE AREAS WHERE WE ARE WALKING THE TALK, AS WE SPUR OUR CLIENTS ON IN EMBRACING DIGITAL TECHNOLOGY AND KEEPING PACE WITH CHANGING CUSTOMER EXPECTATIONS."






PETER WONG | CHIEF FINANCIAL OFFICER

ABOUT FUJI XEROX SINGAPORE

Industry: Information Technology
Solution: Accounts Receivable

As a leading provider of solutions for office productivity, Fuji Xerox Singapore supports businesses to collaborate across multiple platforms seamlessly. Established in 1965, Fuji Xerox Singapore offers an ecosystem of products, services and solutions to enable businesses to achieve increased productivity and efficiency while deriving greater value from communications. This includes world-class multichannel marketing solutions and business process management solutions.

BENEFITS AT A GLANCE

-  **3x** faster invoice processing
-  **93%** successful digital invoice delivery
-  **22%** increase in cost savings
-  **92%** adoption rate by customers
-  **100%** visibility on invoice delivery rate

Esker reduced the effort needed for Fuji Xerox Singapore to achieve strategic invoicing goals such as cost reduction, invoice visibility and improved cash flow management. With a consolidated view of its accounts receivable data, Fuji Xerox Singapore was able to manage customer data efficiently, safely archive invoices for five years, as well as store customer correspondences. This digitalisation has improved payment compliance outcomes for the company.

BENEFITS

In the months following solution implementation, Fuji Xerox Singapore has transformed the way it manages its cash flow and achieved multiple benefits, including:



©2020 Esker S.A. All rights reserved. Esker and the Esker logo are trademarks or registered trademarks of Esker S.A. in the U.S. and other countries. All other trademarks are the property of their respective owners.