

SOLUTION SUMMARY

ORDER MANAGEMENT AUTOMATION

GOODBYE DATA ENTRY. HELLO EFFICIENCY.

Esker's automated Order Management solution uses AI and RPA technology to address the most repetitive, low value areas of order taking all through one secure, centralized, cloud-based platform. As an SAP® Silver Partner, Esker's solution works seamlessly with all editions of SAP S/4HANA® and is certified for integration with SAP S/4HANA® Cloud by the SAP Integration and Certification Center.

Why Automate with Esker?

PROCESS ORDERS FASTER

with automation technology that optimizes staff productivity & reduces costly errors



IMPROVE CUSTOMER EXPERIENCE

through faster fulfillment, improved transparency, self-service & collaboration tools

INCREASE VISIBILITY

over entire order flow, regardless of source, enabling users to track, monitor & improve KPIs



ENHANCE BOTTOM LINE

by reducing operational costs, increasing business agility & generating new revenues

HOW IT WORKS

Esker offers a comprehensive solution that automates every phase of order management – from reception of an order to its creation in SAP S/4HANA – replacing the need for human data entry and helping employees work smarter, not harder.

1 ORDER RECEPTION

All submitted orders, regardless of type or format (e.g., email, fax, EDI, portal, etc.), are routed to the appropriate queue for electronic processing.

2 DATA EXTRACTION

Different layers of AI-driven technologies accurately extract relevant data from orders, no matter if they are text or image-based documents.

3 ERP INTEGRATION

Once the order data is verified against the replicated master data, the corresponding sales order is automatically created in SAP S/4HANA.

4 E-ARCHIVING

Orders are e-archived and linked back to SAP S/4HANA for as long as specified, while a full audit trail of every touch point reveals who did what, when and where.



COMBINED TECHNOLOGIES FOR INCREASED EFFICIENCY

While taking advantage of Esker's cloud-based solutions to drive greater efficiency, accuracy, visibility, and cost savings throughout their order-to-cash (O2C) processes, businesses that use SAP solutions who are already on SAP S/4HANA, and those planning on transitioning, can leverage the value they have invested in their ERP system.

With certified integration for SAP S/4HANA® Public Cloud, businesses have the assurance that Esker is enabled to work with their SAP S/4HANA Cloud software and be compatible with future upgrades.

BY PROVIDING EXTENDED INTEGRATION AND AUTOMATION CAPABILITIES TO SAP S/4HANA CLOUD, ESKER HAS THE CAPABILITIES TO DELIVER GREAT VALUE AS AN SAP PARTNER.

OLIVER BEZT | SVP & HEAD OF PRODUCT MANAGEMENT, SAP SE

CUSTOMER SUCCESS STORY



Esker customer, Cerapedics, sought a highly scalable automation solution to facilitate faster, more efficient order management while integrating with SAP S/4HANA Cloud. Results include:

72% OF AVERAGE ERROR RATES REDUCED thanks to AI capabilities automatically transposing PO & medical record numbers from Esker into SAP

59% MORE ORDERS PROCESSED BY VOLUME

ESKER EXTENDS THE CAPABILITIES OF SAP S/4HANA CLOUD, GIVING US A TRUE END-TO-END SOLUTION TO AUTOMATE OUR SALES ORDER PROCESS. IT'S THIS TYPE OF FLEXIBILITY THAT MAKES ESKER EXACTLY THE TYPE OF SOLUTION TODAY'S MEDICAL DEVICE COMPANIES CAN BENEFIT FROM.

EDWARD SAWYER | GENERAL MANAGER, CERAPEDICS

SOLUTION FEATURES

Esker's 35+ years of field experience and dedication to product development is the key to our Order Management solution's continued innovation. Below are some of the most prominent features behind the benefits:



AI-DRIVEN DATA RECOGNITION

Multiple layers of recognition technologies allow data extraction from structured and semi-structured orders, using deep learning neural networks for first-time orders and machine learning to automatically learn from user corrections.



EDI ORDER PROCESSING

Esker brings visibility and agility into your EDI process by allowing users to apply the same business rules to all orders -- no matter the order channel. By turning a machine-readable order into a human-readable version, anyone can check any order and EDI exceptions can be managed easily without the IT hassle.



DASHBOARDS & ANALYTICS

Esker's Order Management solution is equipped with intelligent dashboards that display live, visual and fully customizable analytics (e.g., how many orders or priority orders are in the queue or set aside, automation rates, processing times etc.).



WEB & MOBILE ORDERING

Esker's customer portal and mobile application, Esker Anywhere™, gives both customers and sales staff the freedom to place and track orders wherever, whenever. Users also have the ability to easily collaborate with chat tools.



ERP INTEGRATION

Esker's Order Management solution integrates with SAP S/4HANA using Business APIs, enabling users to check live prices, availability and more when processing orders. Esker also provides simultaneous integration with multiple ERPs, simplifying diverse environments resulting from M&A activity.



ROBOTIC PROCESS AUTOMATION

By automatically connecting to customer portals to retrieve orders, Esker's bots allow your team to eliminate portal fatigue and free up staff for more value-added activities.

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