



# Brunel

## From Bottleneck to Breakthrough: Brunel's AP Automation Journey

Brunel Energy USA streamlines processes and fosters growth with Esker Accounts Payable automation

**ESKER®**

At a glance

## Brunel USA



**Staffing & recruiting  
for the energy sector**



**Over 12,000 specialists**



**Founded in 1975**



**Locations in 45 countries**



**MS Dynamics Navision  
2016 ERP**



## Challenges

### Manual invoice approvals causing delays

With over 120 offices and a team of more than 12,000 specialists worldwide, Brunel delivers skilled talent and workforce solutions to over 45 countries. Brunel specialises in transforming global projects in industries such as Life Sciences, Renewable Energy, Oil and Gas, Infrastructure, Future Mobility and Mining.

Brunel Energy USA faced significant inefficiencies in their accounts payable process, primarily due to their reliance on manual systems. Invoices were managed through email-based approval workflows, which often resulted in lost or delayed emails, overlooked approvals and substantial frustration across departments. The manual entry of invoices added to the errors, leading to reconciliation challenges and disputes with vendors. Limited visibility into invoice statuses further compounded these issues, as the Finance team frequently found themselves answering vendor queries without adequate data at hand. Mr. Eduardo Villa, Accountant at Brunel Energy USA, explained how this environment made it difficult to ensure accuracy or efficiency in their financial operations.

The goal for Brunel Energy USA was to implement a solution that offered real-time insights into invoice statuses, enabling the accounts payable (AP) team to address supplier inquiries more promptly, reduce frustrations, boost efficiency, and speed up invoice processing.

Following the successful implementation of the Esker Accounts Payable solution in Australia, Brunel made the decision to roll out the solution to other global locations. This decision was driven by the remarkable improvements seen in the efficiency and accuracy of the AP processes, setting the stage for a global transformation.

# Solution

## Accelerating efficiency with automation

To address these challenges, Brunel Energy USA implemented Esker Accounts Payable. The transition centralised invoice processing onto a single, AI-powered platform, where approvals can be streamlined with automated workflows, real-time notifications and mobile accessibility. Esker's intelligent mapping capabilities are particularly impactful, allowing the system to adapt to the company's complex accounting processes, which used to involve multiple layers of coding for projects, tasks and managers.

According to Mr. Villa, the automation brought a new level of control and precision to their AP operations. The solution not only reduced errors but also improved accountability across departments by delegating responsibilities effectively. With Esker's user-friendly interface, the Finance team could easily access invoice statuses, eliminating the frustration of lost emails and miscommunication.

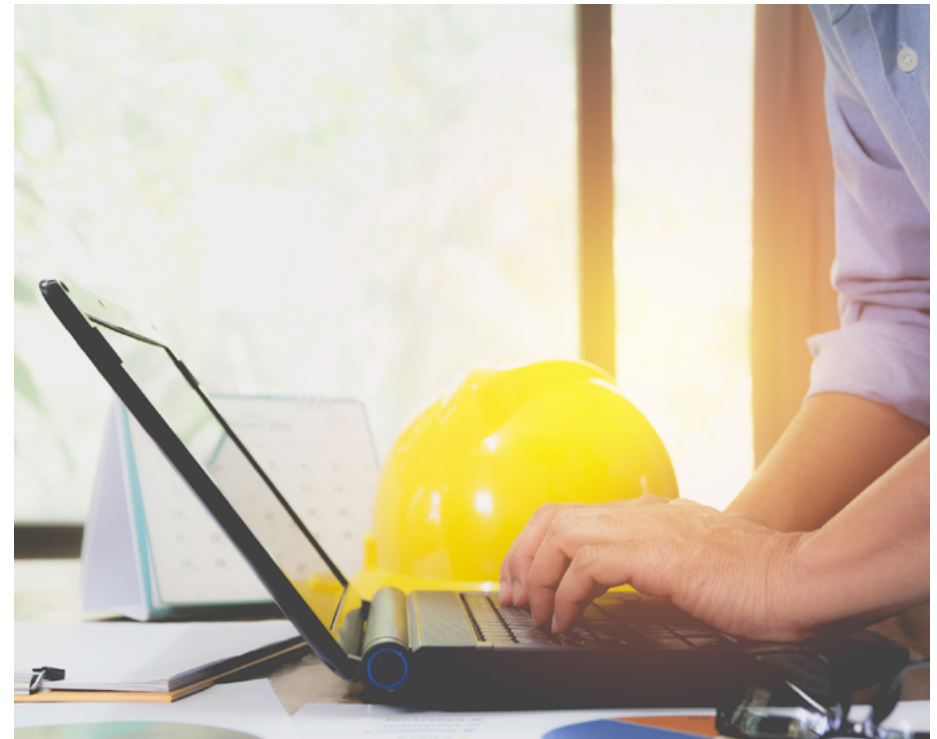
The onboarding process was smooth and well-supported by the Esker team. Mr. Villa highlighted Senior Engagement Manager at Esker Australia, Angela Di Fede's pivotal role in ensuring the project stayed on track, with her proactive communication and problem-solving approach standing out as exemplary. The personal touch Esker brought to the implementation made a significant difference, fostering a strong partnership that extended beyond technical deployment.



**“Esker’s mapping capabilities adapted perfectly to our multi-layered accounting systems, allowing seamless integration and error reduction.”**

**Eduardo Villa**

Accountant, Brunel Energy USA







**“Esker has enabled us to clear our ageing reports consistently and maintain excellent supplier relationships, all while enhancing team productivity.”**

**Eduardo Villa**  
Accountant, Brunel Energy USA

## Highlights



**Approval workflows now take less than a day, with invoices moving from submission to payment readiness within 2-3 days**



**Enhanced vendor relationships**



**Improved communication and transparency between departments, fostering better collaboration and understanding**



**Improved employee morale**

# Results

## Uncovering hidden opportunities for process improvement

The implementation of Esker Accounts Payable brought immediate and transformative benefits to Brunel Energy USA. Processing times for approvals dropped significantly, with most workflows now completed in less than a day. The automation ensures that invoices move seamlessly from submission to payment readiness within two to three days, fostering better relationships with vendors who appreciate the reliability and timeliness of payments.

Operational efficiency also improved dramatically. The elimination of email-based workflows and manual processes allows the Finance team to shift their focus to higher-value tasks, enhancing overall productivity and elevating the staff morale. Enhanced visibility into invoice statuses supports more accurate financial reporting and compliance, while the delegation of tasks across departments reduced bottlenecks in approvals and coding.

The solution provides Brunel Energy USA with valuable insights into their existing processes, enabling them to identify opportunities for improvement. By delegating responsibilities and guiding team members to focus on key details during invoice reviews, they uncover previously overlooked aspects, such as different expense categories and markups. This led to the creation of new task codes and process adjustments, streamlining operations. Ultimately, Esker's solution not only enhanced their AP workflow but also revealed areas for further process optimisation, fostering continuous improvement across the organisation.

Brunel Energy USA is expanding Esker Accounts Payable to other regions, including Brazil and Canada. This global rollout aims to standardise processes and enhance efficiency across their international operations, demonstrating the scalability and reliability of Esker's platform.



**“We can process invoices and make payments within 2-3 days, so when independent contractors submit their invoices, they know they’ll receive payment quickly, typically within a few days.”**

**Eduardo Villa**  
Accountant, Brunel Energy USA

# Want to automate your accounts payable processes like Brunel?

Get in touch with Esker.

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## About Esker

Esker is the global authority in AI-powered business solutions for the Office of the CFO. Leveraging the latest in automation technologies, Esker's Source-to-Pay and Order-to-Cash solutions optimise working capital and cashflow, enhance decision-making, and drive better collaboration and human-to-human relationships with customers, suppliers and employees. Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin.

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