

ACCOUNTS PAYABLE

SUNWAY[®]

EXPERIENCING ACCOUNTS PAYABLE AUTOMATION SUCCESS ON A GLOBAL SCALE

Sunway achieves improved efficiency, productivity, and all-round satisfaction in its Financial Shared Services Centre with Esker



AT A GLANCE

Sunway



Real estate, construction, education & healthcare, trading



11,327 employees



Established in 1974



Finance SSC: Malaysia



ERPs: Oracle JD Edwards & IFCA

CHALLENGES

High invoice volumes necessitate automation

With a presence in more than 50 locations worldwide, the Sunway Group is one of Southeast Asia's leading operators in real estate, construction, retail, hospitality, leisure, healthcare, education, financial and investment services, manufacturing, and building materials. With such diversified operations, the volume of transactions is huge, estimated at around 300,000 invoices per year. Sunway Group Finance Shared Services Centre, based in Malaysia, supports 300 in-house business units with their procure-to-pay and financial closing processes.

Managing this volume of invoices is challenging enough, but a lot of the work was largely done manually, resulting in data entry errors, missing documents, slow processing times and stressed-out staff. Even more aggravatingly, a lot of time was spent on replying to questions from suppliers about invoice status and chasing after payments.

Sunway decided to automate their accounts payable (AP) process in an effort to eliminate paper invoices and simplify approval workflows for faster delivery and greater efficiency. More importantly, Sunway wanted to create a better work environment for their employees and treat suppliers fairly by making timely payments.

OBJECTIVES



Automate the entire AP process



Eliminate long processing time



Increase efficiency



Upskill staff



Comply with ESG policies



Collaborate easily with vendors, employees & different business units



Build resilience for unexpected challenges



Never forget to take care of your employees as they are your assets. We want to provide our employees to with higher-value tasks and enable them to develop their skills."

Tan Bee Ling

Senior Manager HR Finance, Shared Services, Sunway Group

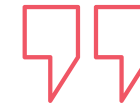
SOLUTION

Accelerating automation across business units

With the objective of achieving a fully automated AP process and the resulting operational efficiency, Sunway started the implementation of Esker's Accounts Payable solution in 2016 with two Sunway subsidiaries. Building on the success of solution adoption and initial results, Esker's solution was rolled out to the rest of the company and is now used by more than 80% of their business units, easily integrating into the Oracle JD Edwards and IFCA ERPs.

Today, Esker processes and digitally archives all invoices, reducing 40% of office space previously needed for physical archival of hardcopy documents.

Sunway organised a workshop to onboard its suppliers onto the supplier portal, where they can now submit and check the status of their invoices and, if necessary, communicate directly with Sunway's AP staff.



Our suppliers were very open to the whole onboarding process to the portal, and everyone immediately saw the benefits: they get paid on time, and we receive fewer calls asking about the invoice status."

Alex Hoo

Project Director, Accounts Payable Digitalisation, Sunway Group

RESULTS

Smoother operations all around

Esker's customisable dashboards provide real-time data and visibility, while the Esker Anywhere™ mobile application speeds up operations with on-the-go approvals. This enables Sunway to plan and manage the workload better.

Manual and repetitive tasks have also been replaced by Esker's intelligent data capturing and three-way matching. Sunway's AP staff can spend more time on building relationships with suppliers and focusing on higher-value tasks.

Collaboration and communication amongst staff and suppliers have greatly improved, thanks to Esker's built-in communication tools and the supplier portal. Digital workflow approvals enable stakeholders outside the Finance department access to all pertinent information.

An additional, if intangible, benefit for Sunway was displayed during the COVID-19 pandemic, during which Sunway was able to continue its operations with staff working remotely thanks to Esker's cloud solution.

BENEFITS



50% faster processing time



Increased AP team efficiency



Higher-value & analytical work performed



100% visibility over AP processes



Reduced 40% of office filing space



Accelerated approval times



Enhanced collaboration



Improved communications with vendors



We still get calls from our suppliers. However, now the conversations revolve around how we can collaborate better rather than invoice status."

Wendy Lee

Manager AP Finance, Shared Services,
Sunway Group

Want to automate your payables process like Sunway?

Our team is at your service.

GET IN TOUCH WITH ESKER

ABOUT ESKER

Esker is a global cloud platform built to unlock strategic value for finance and customer service professionals, and strengthen collaboration between companies by automating the cash conversion cycle. Founded in 1985, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin. Our customers use our cloud solutions to increase the efficiency, productivity and visibility of their Procure-to-Pay (P2P) and Order-to-Cash (O2C) processes.

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