



CERAPEDICS SUCCESS STORY

Growing Intelligently with SAP S/4HANA® Cloud

BACKGROUND

Cerapedics is a private ortho-biologics company headquartered in the Denver metropolitan area. Since introducing the i-FACTOR Peptide Enhanced Bone Graft to the U.S. market, Cerapedics has achieved significant success in a competitive market, with year over year anticipated growth rates of 40-60%. The company was also recently recognised by the 16th Annual Colorado BioScience Association Awards Dinner as a "Company of the Year" finalist.

In order to support the growth in its commercial operations and rising volume of orders, Cerapedics sought a highly scalable automation solution that could facilitate faster, more efficient order management while integrating with its SAP S/4HANA® Cloud application.

"The previous method for managing orders was very much a 'one size fits all' manual approach," said Edward Sawyer, General Manager of Cerapedics. "Our end-goal was to find a more scalable and dynamic solution that could easily handle the wide variety of documents and information submitted by our distributors and customers. Esker allowed us to capture, sort and access that data in an optimal manner."

SOLUTION

After getting a demo of Esker's AI-driven Order Management solution, the team at Cerapedics was optimistic. "Seeing Esker in action, we knew right away it would work with the novelty of our business and the various ways our distributors and customers submit orders," recalls Sawyer.

With Esker, Cerapedics now has a cloud-based solution that can handle any incoming order regardless of the idiosyncrasies of the various groups and submissions. The solution's AI technology automatically extracts and analyses relevant data from incoming orders, helping to improve document control and auditing while reducing paper usage.

WHAT SAP S/4HANA CAN'T DO ON THE FRONT END, ESKER FILLS IN THE GAPS. IT'S THIS TYPE OF FLEXIBILITY THAT MAKES ESKER EXACTLY THE TYPE OF SOLUTION TODAY'S MED DEVICE COMPANIES CAN BENEFIT FROM."

EDWARD SAWYER | GENERAL MANAGER



ABOUT CERAPEDICS

Industry: Medical Device Manufacturing

ERP: SAP S/4HANA® Cloud

Solution: Order Management

Cerapedics is an ortho-biologics company focused on developing and commercialising its proprietary synthetic small peptide (P-15) technology platform. i-FACTOR Peptide Enhanced Bone Graft is the only biologic bone graft in orthopedics that incorporates a small peptide as an attachment factor to stimulate the natural bone healing process. This novel mechanism of action is designed to support safer and more predictable bone formation compared to commercially available bone growth factors.

BENEFITS AT A GLANCE

- 59%** Processing 59% more orders by volume without staffing increases
- 300k** Achieved \$300K in savings after just one year of using Esker
- 72%** Reduced manual order processing errors by 72%

Integration with SAP S/4HANA®

One of the deciding factors in selecting Esker was its expertise in the medical device industry and SAP-integration capabilities. This was corroborated by SAP Gold Partner, NIMBL (part of Global Premium Boutique). As an established authority on the SAP S/4HANA® Cloud implementation process with over 1,800 consultants and 20 offices worldwide, NIMBL was responsible for Cerapedic's migration to multi-tenant S/4HANA Cloud.

"At NIMBL we've had a great deal of experience leading successful migrations to S/4HANA® Cloud, so we're uniquely aware of when its capabilities synch up with specific pain points of our customers," said NIMBL's Chief Sales Officer, Yosh Eisbart. "When Edward told us that Cerapedics was looking for a cost-effective way to improve their business processes — notably finance and manufacturing — we knew that S/4HANA Cloud was the right solution."

"Esker gives Cerapedics a truly end-to-end solution," added Michael Jolton, Vice President at NIMBL. "With the growth that Cerapedics was incurring, the company could not have successfully implemented SAP S/4HANA without leveraging Esker to automate the sales order process — doing so demonstrates their forward-thinking mentality."

BENEFITS



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



REDUCED PRINTING & DOCUMENT REPRODUCTION with the ability to email directly out of the Esker solution



INCREASED EMPLOYEE ENGAGEMENT due to CSRs spending more time on value-added tasks, which recently helped contribute to a \$3 million per month revenue run rate



IMPROVED DOCUMENT CONTROL & AUDITING thanks to secure, easy access to documents and the ability to generate an audit trail



PROCESSING 59% MORE ORDERS by volume & 71% more orders by dollar value
• **September 2018:** 41 orders per day / \$82K per day
• **September 2019:** 65 orders per day / \$140K per day



ACHIEVED ANNUAL SAVINGS OF \$300K in 2019 with estimated total savings exceeding \$1.2 million over the next three years

FUTURE PLANS

Use of mobile ordering

Cerapedics also has plans to use Esker's mobile application, Esker Anywhere™, to aid its sales team and customers with the ability to quickly place orders while in the field. Instead of relying on sales to remember and enter orders the next day, they will be able to scan barcodes to re-order and document product usage on site.

"We fully expect the mobile app to further advance our productivity and reduce errors," said Karen Minniear, Director of Customer Service & Logistics at Cerapedics. "Alleviating how much time is spent reading handwriting and interpreting data on forms will have an immediate business benefit."

Expansion into other processes

As a global solution provider and established industry leader, Esker's expertise extends beyond Order Management to other order-to-cash and purchase-to-pay processes. Based on the success of its most recent project, other departments within Cerapedics — namely Accounts Payable — have initiated plans to leverage Esker and capitalise on the solution's proven benefits.



WE KNEW ESKER WOULD HELP OUR COMPANY REALISE MATERIAL COST SAVINGS AND IMPROVED PRODUCTIVITY, WE JUST DIDN'T ANTICIPATE THOSE BENEFITS TO BE SO SIGNIFICANT IN THE FIRST YEAR POST-IMPLEMENTATION."

KAREN MINNIEAR | DIRECTOR OF CUSTOMER SERVICE & LOGISTICS

