**arkadin®**
COLLABORATION SERVICES
an NTT Communications Company

## ARKADIN

### REDUCING AR INVOICE PROCESSING TIME BY TWO-THIRDS WITH ESKER

## BACKGROUND

Arkadin is a leading global provider of audio and web collaboration services with a global network spanning more than 30 countries. Back in 2007, after experiencing consistently strong company growth, Arkadin began to rethink its conglomeration of IT systems — particularly for accounting tools.

Each subsidiary had its own unique solution to manage the manual processing of sending monthly customer invoices, which often involved printing, folding and stuffing documents into envelopes, and stamping and delivering them to the postal service. Each month, six to eight days of manual processing were required to manage this invoicing process, resulting in regular errors and poor Days Sales Outstanding (DSO).

While reorganizing the IT structure, Arkadin was looking to standardize its accounts receivable (AR) processes across all subsidiaries to increase productivity and improve DSO. After putting a Microsoft Dynamics NAV solution in place to automate invoice production, Arkadin also sought a complementary solution that would: free up its subsidiaries from the demanding and time-consuming task of manual processing; automate and outsource invoice delivery (paper and e-invoice); and speed up the entire invoicing process.

## SOLUTION

In order to address the various constraints on its subsidiaries, Arkadin selected Esker's Accounts Receivable solution to automate customer invoice delivery. Following an initial pilot program in France, Arkadin quickly deployed the solution across its global subsidiaries in Europe, North America and Asia Pacific. Today, 27 Arkadin subsidiaries use Esker's cloud-based software to send more than 23,000 monthly invoices — predominately e-invoices — amounting to over 113,000 pages.
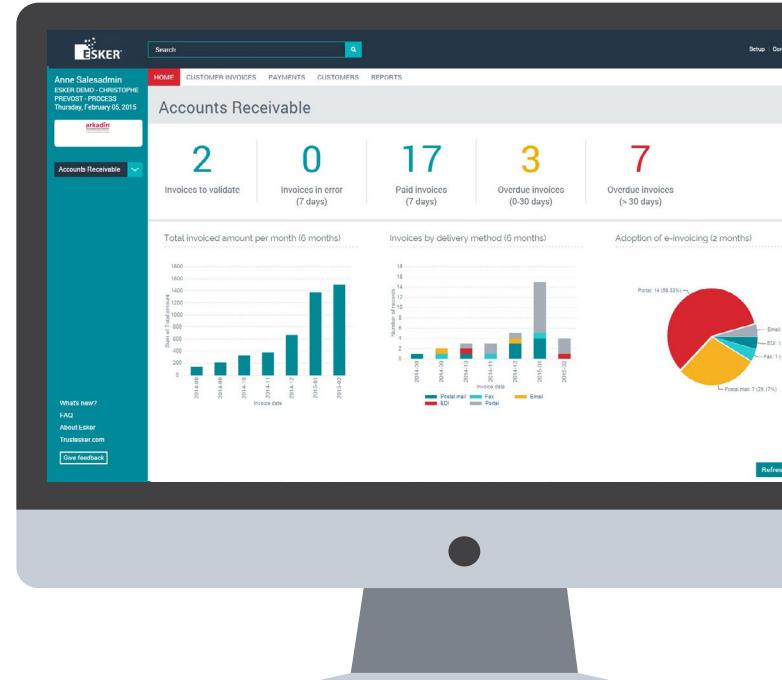
*"With our rapid growth, we needed a solution to **streamline our invoicing process** and **reduce costs**. Esker knew how to address our needs from the start, allowing us to **reduce processing time by two-thirds** and significantly **improve our DSO**."*

**Emmanuel de Monterno | Director of Information Systems**

## BENEFITS

Esker delivers a simple and valuable invoice automation solution to Arkadin's subsidiaries.

### Key benefits achieved include:

Significantly reduced invoice processing time (from six to two days)

Improved invoice tracking and sending guarantees

Consistent pricing at all subsidiaries

Regulatory tax compliance for e-invoicing in over 40 countries

Electronic archiving for easy access to documents and information security

Improved DSO by shortening invoice delivery time

*"We are **very pleased** with our collaboration with Esker — they are always **responsive to our needs**. Now, our invoicing process works perfectly and we are **confident about the future**. In fact, we recently deployed Esker's AR solution in the U.S. and Australia, and hope to **eventually move to accounts payable automation** as well."*

Emmanuel de Monterno | Director of Information Systems

### ABOUT ARKADIN

Arkadin, one of the world's largest and fastest-growing collaboration service providers, is an NTT Communications Company. It is 100% focused on delivering quality audio, web and video conferencing, and unified communications solutions that address the needs of small and medium bussinesses as well as large enterprises. Founded in 2001, Arkadin is present in over 30 countries around the world with more than 1,200 employees.

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