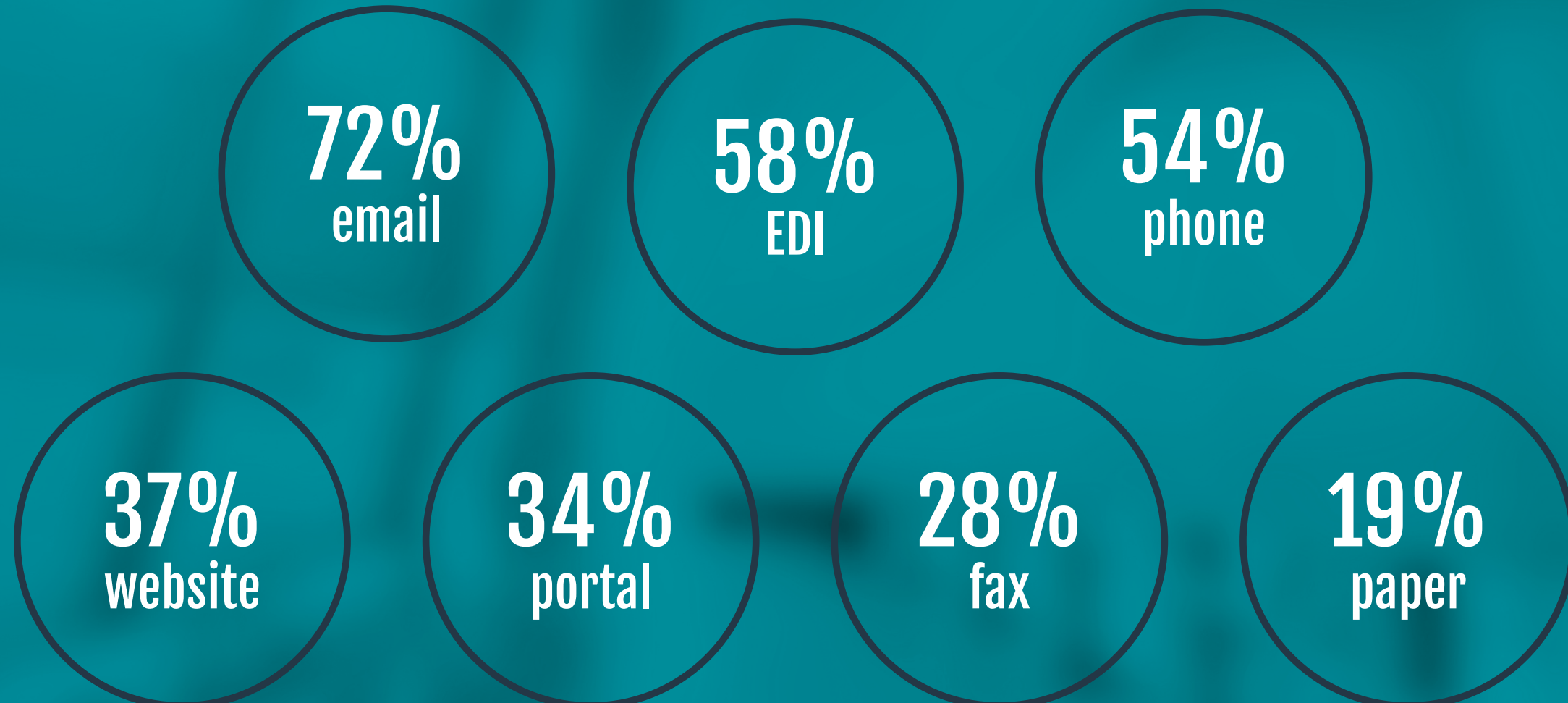


# SALES ORDER PROCESSING TRENDS

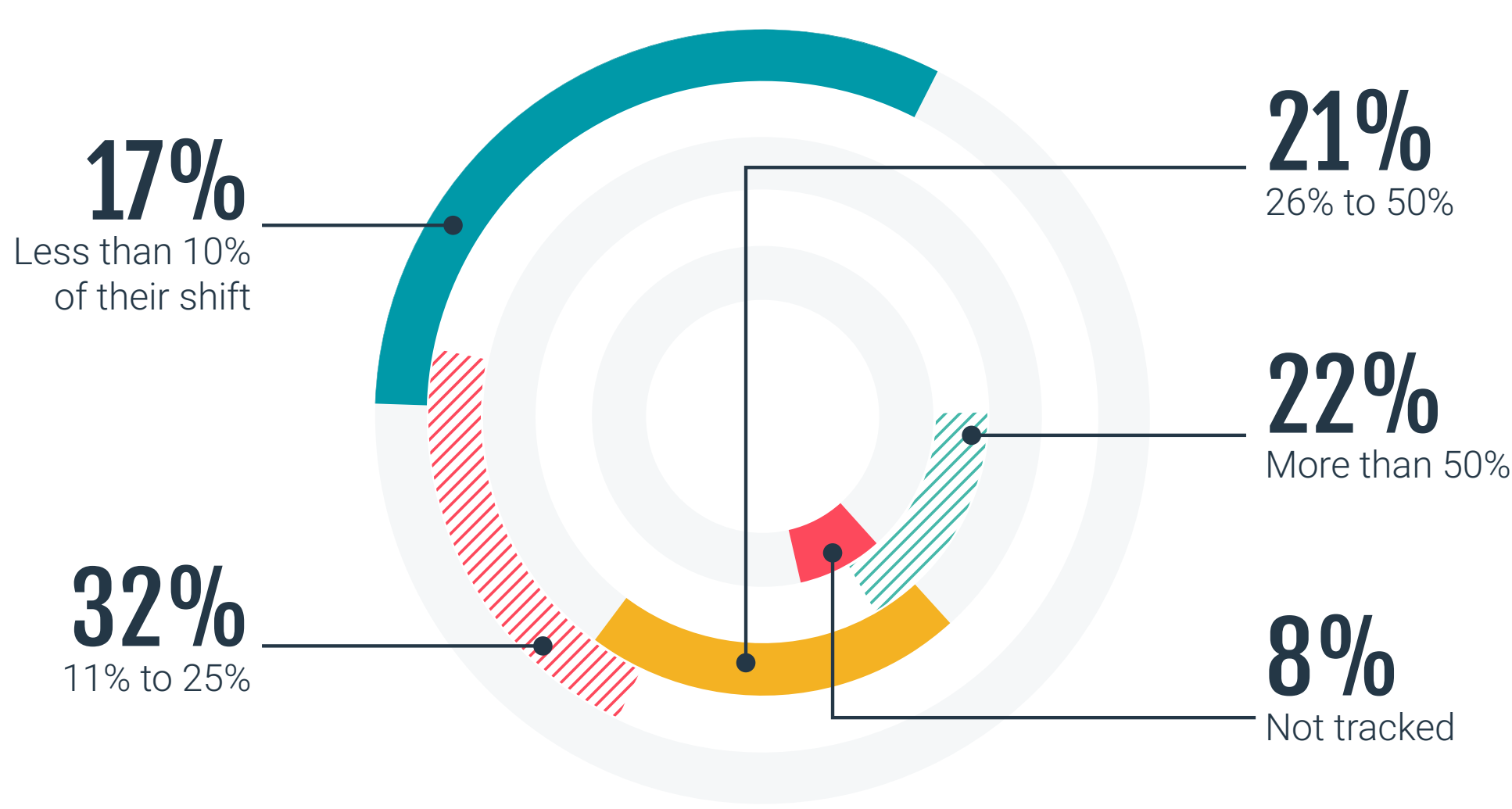
Gatepoint Research invited selected Sales and Operations executives\* to participate in a survey themed Sales Order Processing Trends.



## HOW DO CUSTOMERS PLACE ORDERS?

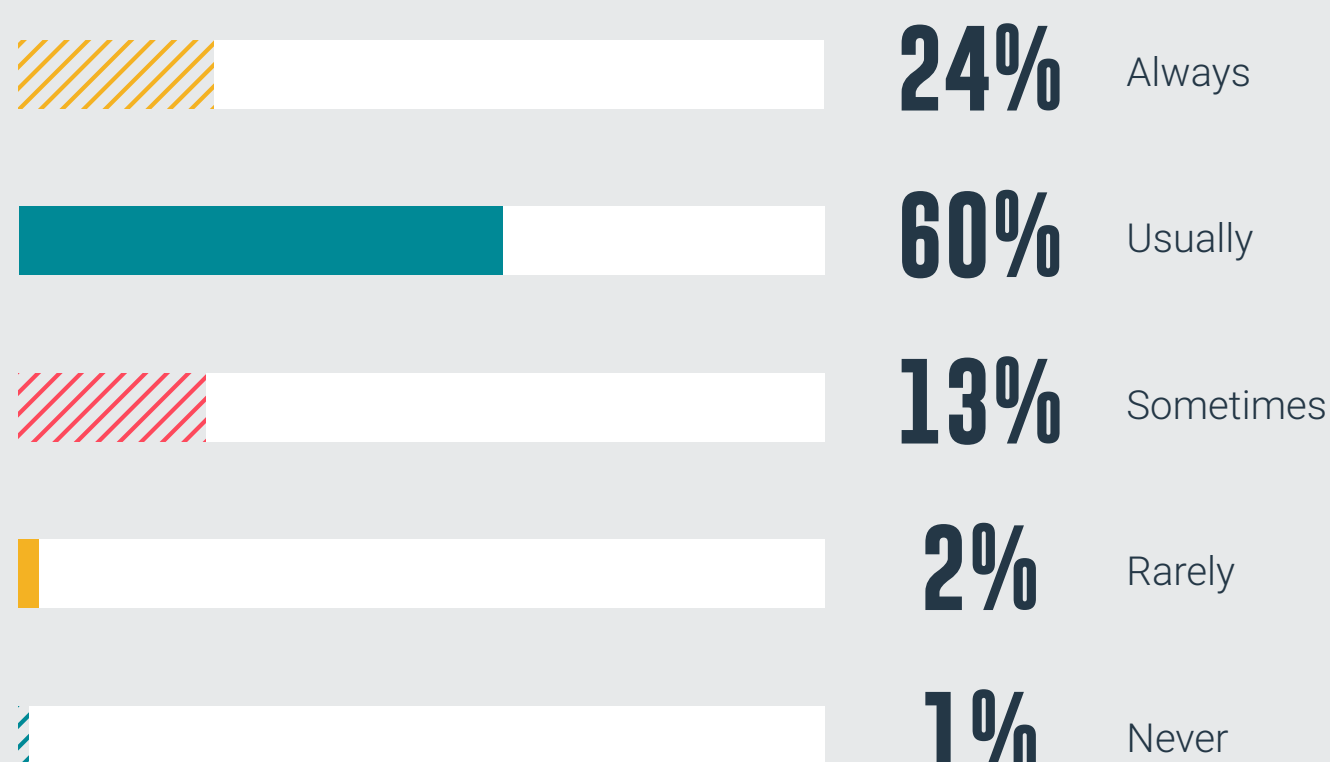


## HOW MUCH TIME DO CSRS SPEND PROCESSING SALES ORDERS?

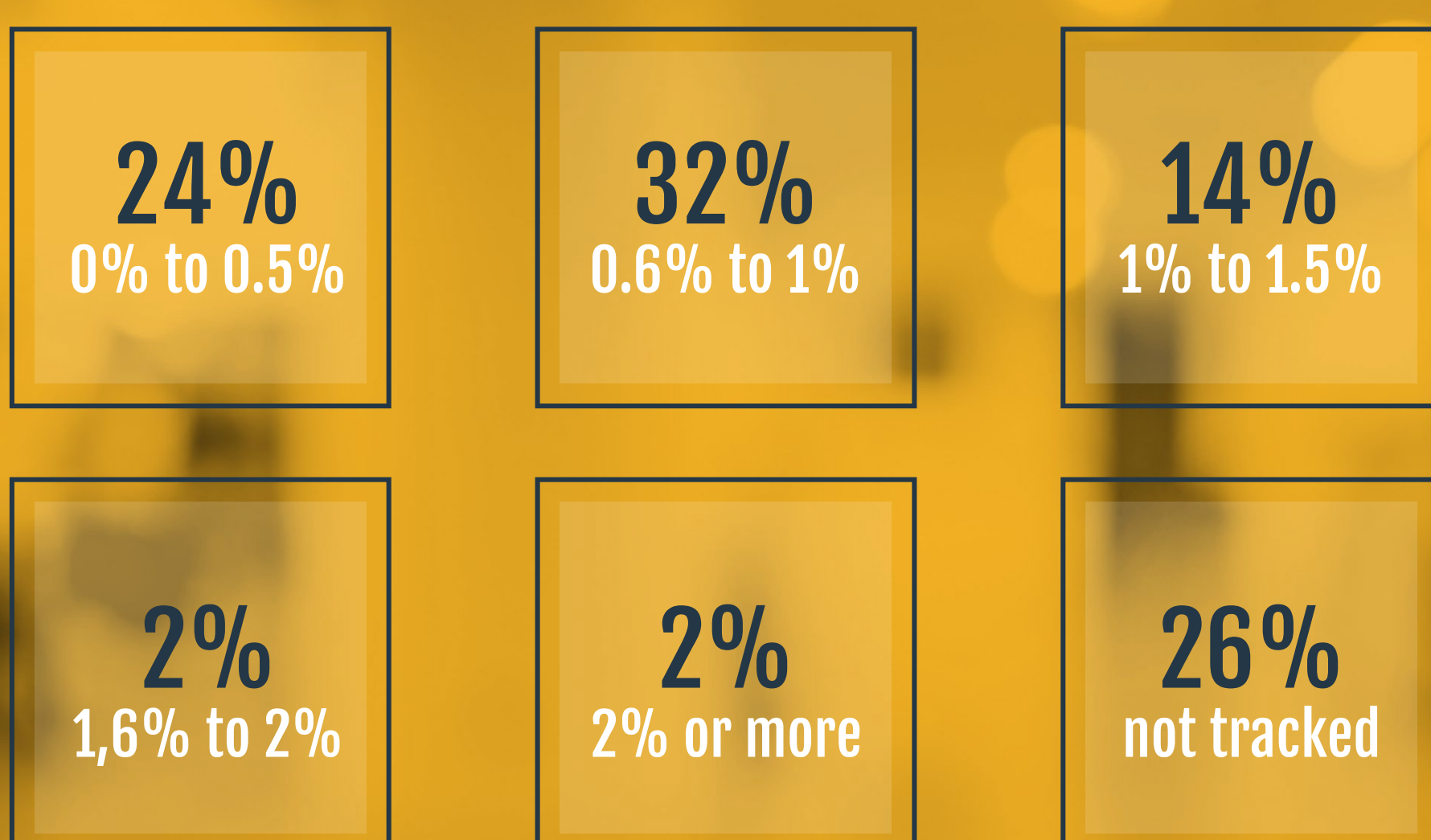


## DOES YOUR ORGANISATION MEET OR EXCEED YOUR ORDER PROCESSING TIME EXPECTATIONS?

Nearly half of respondents (47%) say their organisations process in excess of 1,500 sales orders per month.



## WHAT IS YOUR AVERAGE ORDER ENTRY ERROR RATE?



Most respondents rate the tools they use to analyse sales as marginally to satisfactorily effective, with only 11% saying they are extremely effective.

## UNLOCK STRATEGIC VALUE IN THE ORDER-TO-CASH CYCLE



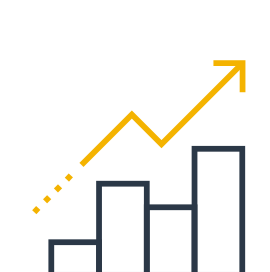
Improve customer experience



Strengthen supplier relationships



Increase employee satisfaction



Increase business productivity

## LEARN MORE

Esker is widely recognised as a leader in AI-driven process automation software all around the world. Companies use Esker's cloud-based solutions to drive greater efficiency, accuracy, visibility and cost savings throughout their purchase-to-pay and order-to-cash processes.

[MORE INFORMATION](#)

Research conducted by



\* Management levels represented

4% CxO  
8% VP  
30% DIRECTOR  
58% MANAGER

Industries represented include BioTech/Pharma, Business Services, Construction, Consumer Services, Financial Services, Manufacturing, Mining, Retail Trade, Utilities and wholesale/Distribution.

59% FORTUNE 1000 COMPANIES (REVENUES OVER \$1.5 BILLION)  
6% LARGE OR MID-MARKET (REVENUE BETWEEN \$250 MILLION AND \$1.5 BILLION)  
35 SMALLER COMPANIES (LESS THAN \$250 MILLION IN REVENUES)

Research sponsored by