

Order Management



# MISUMI South East Asia Expands Automation to Order Management

Increasing accuracy and eliminating manual processes with  
Esker's Order Management solution



## At a glance

# MISUMI



**Manufacturing**



**Headquarters: Tokyo, Japan**



**11,800 employees**



**Zetta (ERP)**



**Established: 1994**



# Challenges






## Manual data entry slows the pace of order processing

Headquartered in Japan, MISUMI South East Asia was established in Singapore in 1994 and has expanded rapidly over the years.

MISUMI is a one-stop manufacturing solution provider and distributor of standard components for factory automation, press die and plastic molds. In addition to components for production equipment, MISUMI's range has expanded into electronics, tools as well as maintenance and repair and operations (MRO) consumables.

Delivering its over 10 million products to Singapore, Malaysia, the Philippines, Australia, New Zealand and the Middle East region, MISUMI processes 12,000 orders every year. These orders were handled manually, which resulted in errors and valuable time being eaten up by manually exporting and importing orders into the Zetta ERP.

## Objectives

-  **Eliminate time consuming, manual processes**
-  **Increase order accuracy rates**
-  **Speed up processing time**
-  **Achieve end-to-end visibility over orders**
-  **Integrate order management automation with ERP**





**“Esker’s Order Management solution eliminated manual processes and reduced error rates significantly, which enabled us to focus on higher-value tasks.”**

**Jacqueline Ong**  
Assistant Customer Service Manager, MISUMI

**Highlights**

-  **Faster order processing, freeing up CSRs to spend more time on higher-value tasks**
-  **Increased accuracy with AI-supported data capture & machine learning**
-  **Improved customer relationships with automated order confirmations**
-  **Decreased errors due to automated ERP synchronisation**
-  **Saved 3 minutes of processing time per order**

# Results

**Increased order accuracy rates result in significant time saving**

Ever since MISUMI implemented Esker’s Order Management solution, the Customer Service team can work more efficiently while obtaining 100% visibility over the order status, from start to finish.

The incoming orders, no matter if they arrive by email or hardcopy, pass through a validation process using Esker Synergy AI for automated data extraction. The Customer Service Representative can track the accuracy of the information and then process the order, which gets imported into the ERP automatically.

Once the order is confirmed, Esker’s Order Management solution sends the order confirmation to the customer, giving them visibility over their order status.



**“The relationships with our customers improved, as we were able to make things easier for them with automated order confirmations.”**

**Cai Xiaodan**  
Customer Service Executive, MISUMI

# Want to automate your order management process like MISUMI?

Get in touch with Esker

## About Esker

Esker is a global cloud platform built to unlock strategic value for Finance, Procurement 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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