Leveraging AI-Driven Automation to Reduce Invoice Processing Times

Jim's Group gains new efficiencies in its AP process with Esker's Accounts Payable solution.

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At a glance

Jim's Group

Services: dog grooming, cleaning, gardening, test & tag

Privately-owned Australian company

Founded in 1989

Over 5,000 franchises

52+ divisions

Navision & Xero (ERPs)

Challenges
Manual data entry and filing eat into AP Team's workday

With more than 5,000 franchises across over 52 divisions that offer services from dog grooming to pool care, Jim's Group is Australia's largest franchising operator, and is one of the most instantly recognisable brands in the country. The privately owned Australian company also operates in Canada, New Zealand and the United Kingdom.

Paying suppliers on time is a top priority for Jim's Group, but with a high volume of invoices and an ERP lacking flexibility, staying on top of the accounts payable (AP) workload posed a tough challenge. The time spent tracking down invoices, chasing approvals and emailing back and forth with approvers created significant barriers when it came to pursuing growth.

"Errors are inevitable when you have humans typing invoice data into an ERP," said Ms. Lily Sandra, Finance Manager at Jim's Group, "but no matter how careful we are with data entry, errors can always occur and they're costly to correct," she added.

Jim's Group knew it was time to optimise its AP process. After evaluating several solution providers, the company chose Esker's Accounts Payable solution to deliver efficient work processes and improve the day-to-day operations of its AP department.

Objectives

Streamline AP workflow to improve efficiency & team productivity

Maximise payment accuracy

Free up staff from manual entry & filing

Improve audit trails

**Find a solution that supports company growth**

Solution

Going paperless with Esker

Esker's Accounts Payable solution allows Jim's Group to eliminate the manual pains of traditional AP invoice processing with AI-driven data capture, touchless processing and electronic workflow capabilities. Esker automated every phase of AP invoicing — from reception of the invoice to the creation of an accounting book entry in the ERP system — minimising manual touch points, eliminating the need to file invoices, and freeing up time for high-value tasks.

Equipped with customised, intelligent dashboards that display visual analytics, Esker's solution provides the business with much-needed visibility into approval workflows and performance metrics. Esker's Accounts Payable solution centralises all of Jim's Group AP information and makes it easily accessible from a single, user-friendly interface. "With Esker, we now maintain records of every action taken on an invoice, including who handled it, when each part of the process occurred and more. Having this information at our fingertips has been truly beneficial for auditing purposes," commented Ms. Sandra.

For Ms. Sandra and the AP team, one of the favourite features of the solution are the internal conversations. "The Internal conversations feature has literally replaced emails," remarked Ms. Sandra. "Anyone in the team can initiate an internal conversation with other team members directly within the solution — allowing time-sensitive questions to be answered immediately." Another favourite feature highlighted was Esker's mobile application, Esker Anywhere™, which enables approvers to review and approve supplier invoices on-the-go.
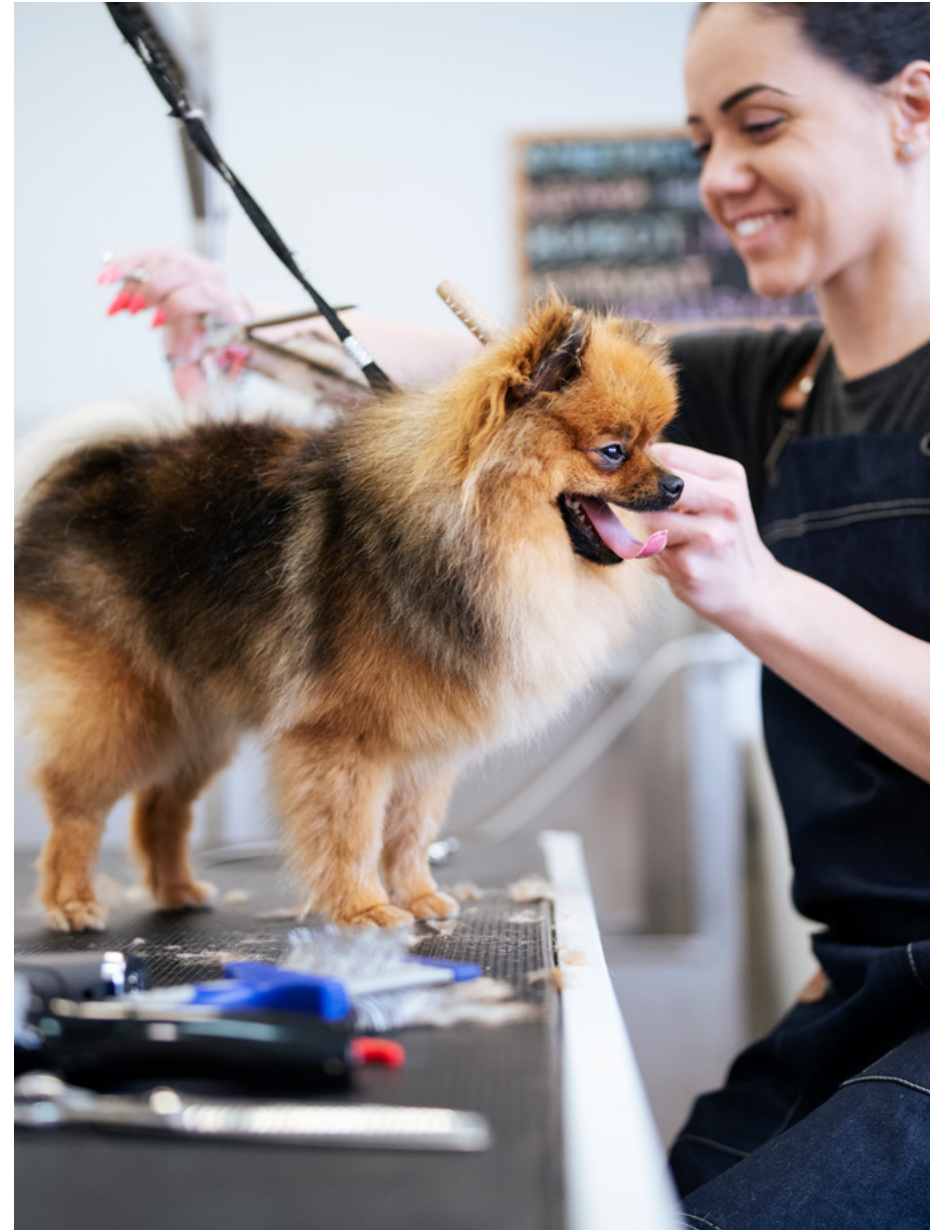
> **"The internal conversations solution feature is our team's favourite and we are using it as part of our standard communication for invoice approvals."**
>
> **Lily Sandra**
> Finance Manager, Jim's Group

Results

Reduced invoice processing times results in happier teams

From boosted accuracy and processing speed to improved team productivity and satisfaction, the benefits of automation are palpable. By automating the tedious, manual tasks, the AP team now has more time to focus on high-value functions. No more hectic email inboxes or filing hundreds of paper invoices — Esker's solution takes care of all that now.

According to Ms. Sandra, Jim's Group has also cut down on costs such as paper and ink, as the business is no longer printing invoices.

In addition to cost savings, Esker has also helped with record-keeping and digital archiving by eliminating the need to store large piles of papers such as invoices and supporting documents in file cabinets, thereby minimising the risk of non-compliance.

Ms. Sandra lauded the Esker team for being customer-focused and supporting Jim's Group pre- and post-implementation. According to her, Esker University and other training resources — including the videos — shared by the Esker team are incredibly helpful, especially when onboarding a new team member.

Highlights

- Reduced invoice processing time by 50%

- Created process visibility & efficiency with customisable dashboards

- Improved ESG performance through reduced paper, ink & electricity usage

- Staff time freed-up to focus on more strategic tasks

Want to automate your
AP processes like Jim's Group?

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 source-to-pay (S2P) and order-to-cash (O2C) processes.

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