

Accounts Payable



THE **JUST** GROUP

# Driving Operational And Strategic Excellence Through AP Automation

The Just Group achieves improved visibility in the AP process with Esker.



## At a glance

# The Just Group



Retail



1200 stores



9000+ employees



Headquarters in  
Melbourne, Australia



Founded 1970



Infor Master Piece ERP



# Challenges

## Paper dependency impedes AP efficiency

The Just Group is the leading Australasian fashion and apparel retailer, with seven well-known brands, over 1,200 retail outlets across Australia, New Zealand, the UK, Ireland, Malaysia and Singapore and over 9,000 employees. The company's iconic range of brands comprises Just Jeans, Jay Jays, Jacqui E, Peter Alexander, Portmans, Dotti and Smiggle.

The company's previous accounts payable (AP) process relied heavily on a paper-based system, leading to inefficiencies, delays and a lack of transparency in the workflow. One of the primary challenges encountered was the occurrence of missing documents and invoices within the manual AP process. Additionally, with the onset of the COVID-19 pandemic, the team faced unprecedented challenges in adapting to remote work. The manual AP process proved to be particularly cumbersome in a remote work environment, hindering collaboration and timely processing of invoices.

During the interview, the Systems & Accounts Manager at The Just Group, Frank Prinzi, emphasised the drawbacks of depending on paper-based processes in a remote work environment. "Paper does not work when you are working from home," he commented. Recognising the need to adapt to the changing landscape, the company understood it was important to switch to a better way of doing things to make their payment processes more efficient.

## Objectives



Eliminate paper-based processes



Increase visibility into AP process



Accelerate invoice processing times

# Solution

## Enhancing visibility through automation

Having explored various AP automation vendors, The Just Group ultimately opted for Esker Accounts Payable due to its robust and flexible capabilities. This choice was driven by the solution's ability to enhance efficiency and provide the necessary visibility, leading to improvements in the performance and day-to-day operations of the company's AP department.

With automated invoice processing in place, suppliers can now submit their invoices directly to a centralised platform, ensuring nothing gets lost and maintain complete traceability. "In the past, invoices would occasionally fail to reach our desks or mysteriously vanish within the office," said Ms. Suretha Moore, AP & AR Project Coordinator at The Just Group. "Esker allows us to revisit past invoices and examine their details and associated costs for a comprehensive overview," she added. This has not just enhanced operational efficiency and streamlined processes but has also fostered stronger relationships with the company's suppliers.

Mr. Prinzi's favourite aspect of the Esker solution is its dashboard. "Beginning my day with a cup of coffee and diving into the informative charts and graphs on the dashboard really energises me," he commented. "It serves as a dynamic scorecard, guiding and forecasting the day ahead. The dashboard not only steers and predicts the path for the day but also tangibly represent the milestones we've reached," he continued.

Mr. Prinzi expressed his appreciation for the outstanding support The Just Group continues to receive from the Esker team. He commended the unwavering support of everyone they've interacted with. In particular, Paul Butler from the Esker team was lauded for his exceptional work in promoting the solution. His commitment to delivering what was promised stood out, in contrast to some other solution vendors who tend to over-promise and under-deliver.



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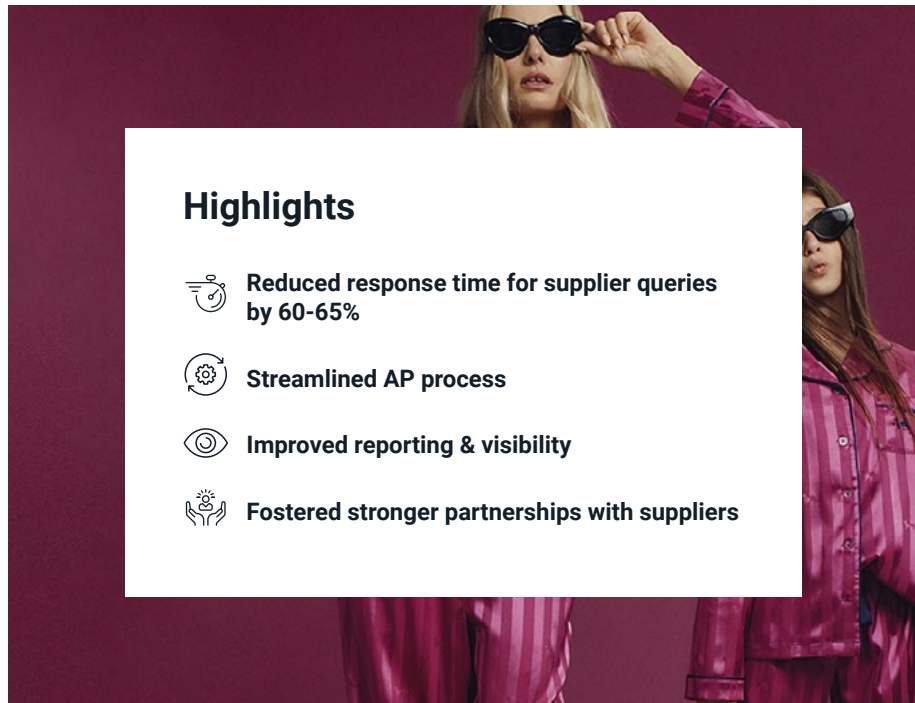
**Frank Prinzi**  
Systems & Accounts Manager at The Just Group









**"Esker has now become part and parcel of how we conduct our day-to-day business."**

**Frank Prinzi**  
Systems & Accounts Manager at The Just Group



### Highlights

-  **Reduced response time for supplier queries by 60-65%**
-  **Streamlined AP process**
-  **Improved reporting & visibility**
-  **Fostered stronger partnerships with suppliers**

# Results

## Achieving operational & strategic payoffs with Esker

Following the implementation of Esker Accounts Payable, The Just Group has experienced significant benefits on both operational and strategic fronts. Particularly for the AP team, leveraging the solution has led to considerable time savings. "We've seen a considerable drop in the volume of emails and phone calls from suppliers. We don't have to go looking for information anymore because it's right in front of us, ready to use," said Mr. Prinzi. Additionally, the solution is user-friendly, making it straightforward to onboard and train new employees.

"We are experiencing significant business and portfolio growth without the need for additional resources. While the initial payback period for Esker was favourable, the momentum continues to build as we now operate at an accelerated pace, efficiently managing increased volume."

Reflecting on one of his significant achievements, Mr. Prinzi expressed satisfaction in championing and implementing Esker as a major milestone. "I vividly remember advocating for automation system for an extended period - more than five years - before finally adopting Esker. I take pride in the fact that we didn't succumb to external pressures from other solution vendors pushing their products. Instead, we found that Esker aligns with our specific needs. I appreciate the tailored nature of the solution, as we intentionally avoided a one-size-fits-all approach. Seeing this initiative successfully navigate through to approval from the Board and CEO continues to be a point of pride for me," he concluded.

The Just Group aims to extend its digital transformation efforts and automate additional processes while exploring opportunities to expand the utilisation of Esker.



# Want to automate your AP processes like The Just Group?

Get in touch with Esker

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



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