



Parkbridge

Revamping AP Processes to Enhance Productivity, Efficiency & Visibility

After automating accounts payable (AP), Parkbridge Lifestyle Communities has been able to increase invoice processing capacity while giving valuable time back to staff. [Here's their story.](#)



At a glance

Parkbridge Lifestyle Communities



Developer and owner-operator of residential land lease communities



350+ permanent, 450+ seasonal employees



Established in 1998



Headquarters in Collingwood, Ontario



MS Dynamics GP



Challenges

Getting rid of manual AP tasks & disjointed processes

Prior to adopting Esker, Parkbridge's AP department depended on the use of two separate systems for invoice processing: one for three-way matched invoices and another for all other invoices. Additionally, staff members were required to switch between different applications within Parkbridge depending on the invoice, adding more complexity to the workflow. Moreover, invoices then had to be subsequently uploaded to SharePoint.

Visibility was another major obstacle for Parkbridge's payables. Before implementing Esker, there was no way to accurately discern daily invoice processing volume across the company's extensive portfolio (which includes over 100 residential communities and RV resorts located across six provinces coast to coast).

Parkbridge knew it needed to pivot to take control of its AP process. When it came time for an action plan, it was Esker's user-friendly interface and AI-powered features that made it the clear choice for Parkbridge's AP automation initiative.

Objectives



Overhaul current AP process to simplify workload and eliminate manual processes.



Increase staff efficiency to allow for additional invoice processing or focus on other value-added tasks for the organisation.



Increase visibility across the entire AP department for staff and managers.

Solution

Leveraging machine learning to save time, energy & resources

Following the adoption of Esker Accounts Payable, there was a significant improvement in the visibility of the staff's workload. Employees gained the ability to monitor individual workloads and redistribute tasks as needed to ensure smooth AP team operations. Now, Parkbridge's AP operations no longer have to miss a beat. Even if someone is out of office, Esker's intuitive interface makes it easy for other employees to step in to help out without a hassle.

"It's really changed the way they've been able to work," said Parkbridge Senior Business Analyst Melissa Holben. "In addition to better visibility and not having to do so much manual input, it's made sharing the work so much easier."

The company has also been able to save significant time with the help of Esker's supplier internal communication services. By giving employees online access to important information, documents and invoices, the team is no longer overwhelmed with phone calls and emails about simple information requests.

Additionally, Esker has made it possible to manage multiple invoices from the same supplier. With Esker's AI-driven data capture tools, Parkbridge can now guarantee that these invoices are allocated to the appropriate budgets and coded correctly for the corresponding houses — a process that would have been extremely time-consuming in the past.



"Being able to have this level of visibility has been really empowering for staff."

Melissa Holben

Senior Business Analyst, Enterprise Solutions
Parkbridge Lifestyle Communities



Results

Bridging the gaps in workflows & capitalising on full AP visibility

Previously, the Parkbridge AP team had to manually adjust the unit cost of goods or services in case of incidentals. But with Esker Accounts Payable, they can now easily add line items for incidentals on invoices, which aids in enhancing cross-departmental understanding regarding incidental charges. Additionally, three-way matched invoice processing time has decreased significantly from an average of 3-4 minutes to just 30 seconds per invoice when all items match.

Parkbridge now benefits from a level of visibility that empowers employees to manage their AP process effectively and proactively. This heightened level of AP transparency and insight has resulted in a decrease in inquiries from other departments about invoice statuses and an increased capacity for invoice processing without the need for additional staff.

Moreover, the manual workload on the AP department has been greatly reduced, enabling them to spend their time more intentionally and strategically in ways that add real value to the company.

Highlights



Three-way matched invoice processing reduced from 3-4 minutes per invoice on average down to 30 seconds.



Gained the visibility needed to take control of the entire AP process.



Drastically reduced manual AP workload, making day-to-day activities significantly more efficient.



Reduced number of cross-departmental calls requesting statuses on invoices.



Increased invoice processing capacity without taking on additional headcount.



“What was truly invaluable was having other departments outside of AP be a part of the process and having the solution be customisable enough so that they could get all the information they needed from Esker too. It doesn’t cloud our visibility with things we don’t need like regular ERPs do.”

Melissa Holben

Senior Business Analyst, Enterprise Solutions
Parkbridge Lifestyle Communities





Want to automate accounts payable like Parkbridge Lifestyle Communities?

Our team is at your service.

About Esker

Esker is the global authority in AI-powered business solutions for the Office of the CFO. Leveraging the latest in automation technologies, Esker's Source-to-Pay and Order-to-Cash solutions optimise working capital and cashflow, enhance decision-making, and drive better collaboration and human-to-human relationships with customers, suppliers and employees. Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin.



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