



THE BEL GROUPE

MOVING TOWARD EFFICIENT & ECOLOGICAL PAPER-FREE HANDLING WITH ESKER'S AUTOMATION SOLUTIONS

BACKGROUND

In 2010, Bel Spain implemented the Esker solution to automate two of its document-intensive business processes in order to increase efficiency and reduce the number of processing errors. The objective was to automate the processing and archiving of 5,000 yearly customer orders (received by fax and email), as well as the sending and archiving of customer invoices in electronic format. With 89% of Bel's invoices sent by postal mail, the risk of lost mail was high and errors required the company to resend invoices several times, amounting to lost time and money. Additionally, Bel required a solution that was fully integrated with its SAP® applications.

SOLUTIONS

Accounts Receivable

Thanks to Esker, Bel Spain also automated the sending and archiving of electronic customer invoices. Invoices are now received quicker and easier, and never get lost. Duplicate copies can easily be printed if needed, there is greater invoice traceability, and Bel Spain benefits from decreased Days Sales Outstanding (DSO). The new process is seamlessly integrated with the company's existing systems: Invoices with electronic signatures are automatically generated from SAP and signed PDF invoices are automatically sent out by email via Lotus Notes.

Order Processing

Bel Spain receives approximately 25,000 customer orders per year — 33% of which are received in EDI format, while the remaining orders are handled by fax, email and telephone, or directly by its distributors. In the past, orders were manually processed by Bel Spain employees via an SAP application or directly by the company's distributors. The company was looking to overhaul its outdated process, increase efficiency and upgrade to an automated solution.

Since implementation, Bel has taken an active role in helping customers change the way they send documents, moving from telephone and paper to electronic format (i.e., fax or email). Within a year, two-thirds of Bel's orders were being received electronically. Consolidated within Bel's EDI landscape, Esker generates orders in the EDI workflow which are then integrated into the company's SAP system. The solution has helped Bel Spain automate 100% of the document exchange with their non-EDI partners.

"It was essential that faxed and emailed orders be captured and converted in EDI language for seamless integration into SAP — without SAP knowing if orders come from EDI or from Esker," said Alberto Barbero, Customer Service Manager at Bel Spain. "Esker was able to meet our need."

*"By automating the processing of customer orders and the sending and archiving of electronic invoices, we have achieved **significant time savings**. Thanks to the automation of these two strategic processes we are moving toward **efficient and ecological paper-free handling**."*

Alberto Barbero | Customer Service Manager

BENEFITS

Following these two ambitious business process improvement initiatives, Bel Groupe has seen a number of promising results thanks to Esker's solutions. Below are some of the promising benefits that the company achieved by automating its accounts receivable and order management processes.



Removed manual archiving; resulting in estimated cost savings of €4,500 per year



Significant financial savings by eliminating costs involved with manual tasks (e.g., printing, archiving, etc.)



Enhanced visibility thanks to real-time document tracking and KPIs



Faster order processing thanks to fewer human-dependent activities



Streamlined customer & vendor relationships; better communication resulting in faster sales cycles and increased loyalty



Lowered DSO; sending out invoices faster leading to customers paying more quickly



*“The Esker solution provides Bel with **significant improvements** in the **quality** of managing its order-to-cash and procure-to-pay cycles.”*

Alberto Barbero | Customer Service Manager

ABOUT THE BEL GROUPE

The Bel Group is a world leader in branded cheese and a major player in the healthy snack market. Its portfolio of differentiated and internationally recognized brands, including such products as The Laughing Cow®, Kiri®, Mini Babybel®, Leerdammer®, and Boursin®, as well as some 20 local brands, led the Group to generating sales of €2.9 billion in 2016. The recent acquisition of MOM rounds out a portfolio of strong brands, notably with the addition of the Pom'Potes® and GoGo squeeZ® brands. Over 13,000 employees in some 30 subsidiaries around the world contribute to the Group's success. Bel products are prepared at over 30 production sites and distributed in nearly 130 countries.