



**ESKER** **IMPACT AWARDS**

# WINNER SUCCESS STORIES

Dive into the stories of our award-winning customers that transformed their business for the better, making life easier for their employees, suppliers and customers.



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# WHAT ARE THE IMPACT AWARDS?

The Esker Impact Awards celebrate and reward exceptional customer successes, because our customers inspire us every day – to work smarter and always take a step further in helping them be more successful.

In this ebook, you will discover how our customers and users leveraged our AI-driven solutions to automate and improve their business processes. Beyond the obvious benefits such as productivity gains and cost savings, they achieved remarkable results, including increased customer satisfaction, strengthened supplier relationships and higher employee morale and engagement. That's what we call positive-sum-growth, where technology benefits everyone in a harmonious business ecosystem.

The three categories for the Impact Awards are Best Results, Biggest Champion and Advocate of the Year.

**HERE ARE THE STORIES OF THESE INSPIRING PROFESSIONALS**



It was yet another remarkable year for the 2021 Esker Impact Awards winners. **I am proud to reward these innovative companies for their efforts and leadership towards building resilient and harmonious business ecosystems.**



**Jean-Michel Bérard**  
Esker CEO



# ADVOCATE OF THE YEAR

## OUR BEST AMBASSADORS!

We're lucky to have customers who like sharing their stories and actively participating in the Esker community. We believe that the exchange of information with peers benefits everyone and keeps us on the path of continuous improvement. This is why we feel it is important to show them our gratitude. The Advocate of the Year Award goes to all those customers that actively engage with others on the Esker All Access Community Hub, participate in testimonials, tell their stories at our events, or talk about us to their associates and peers!



Innovia Films Ltd. is a UK-based manufacturer of plastic films. The company holds a leading global position in the market for high performance coated films, tobacco overwrap, labels and security films.

### CHALLENGE

Management changes in Finance and IT led to these departments being challenged to do more with less. Additionally, SAP had been used for years to record invoices. A chain of manual operations including spreadsheets and emails was being used in conjunction with the SAP ERP, making it very difficult to know where invoices were in the accounts payable process.

### SOLUTION

Esker's Accounts Payable solution was implemented over a 3-month timeline, with a great deal of input from users on Innovia Films' side. Esker's solution integrated easily with SAP at the back end, and minimal IT resources were needed for setup.

### BENEFITS

- Consistent invoice volume now needs only 50% of resources
- Complete visibility over AP-side invoices
- Streamlined invoice payment approval with Esker Anywhere™
- Reduced resource required from IT team to manage the AP process

The logo for the Advocate of the Year UK 2021 award. It features a stylized white star with a trail of lines behind it, set against a dark blue background. To the right of the star, the words "ADVOCATE OF THE YEAR" are written in a large, bold, white, sans-serif font, and "uk 2021" is written below it in a smaller, white, sans-serif font.

# ADVOCATE OF THE YEAR uk 2021

Perhaps most importantly for me as an IT manager is that the day-to-day running of the Esker Accounts Payable platform takes little or no effort on our side. We've even created an admin user in the Finance Team who is responsible for creating all new users and developing their own workflows.



**Jonathon Ridley**  
IT/IS Manager,  
Innovia Films



As one of 32 NFL franchises, the Arizona Cardinals, founded in 1898, hold the distinction of being the oldest continuously run professional football franchise in the nation.

### CHALLENGE

With a finance department responsible for managing AP and AR across multiple industries complementary to football, the Cardinals sought a solution that would eliminate some of the manual, administrative tasks related to AP and AR, in order to free up staff members' time and improve invoice visibility.

### SOLUTION

Esker's Accounts Payable and Accounts Receivable solutions take much of the manual work out of these processes and allow the Cardinals' front-office team the ability to manage everything from a single centralised platform. This was a priority for the Cardinals when evaluating automation solutions like Esker, as was the ability to access the solution remotely.

### BENEFITS

- Increased visibility across the entire AP and AR process with Esker's collaborative and customisable dashboards
- Centralised workflows with all invoices accessible on a single platform, eliminating duplication of efforts
- Sustainable growth by reducing the amount of manual work performed by finance department employees and allowing the company to scale without adding additional headcount
- Greater flexibility with the ability to access the platform remotely through the Esker Anywhere™ mobile application

# ADVOCATE OF THE YEAR US 2021



I want to  
thank Esker

for nominating me to be  
the Advocate of the Year,  
and thank you very much  
for the award and the  
opportunity to make an  
impact.



**Christine Harms**  
Controller, Arizona Cardinals  
Football Club

# Logista

PHARMA

Logista Pharma is an independent distributor of pharmaceutical products in Spain and Portugal. It belongs to the Logista Group, a leading distributor of products and services to local businesses (kiosks, service stations, pharmacies, hospitals, etc.) in Southern Europe, distributing to around 250,000 points of sale.

## CHALLENGE

Logista Pharma's focus for seeking a solution to automate order management was obtaining control and visibility over the customer order process, as many orders arrive by fax and email, with or without an attached document. These orders need to be routed correctly in the ERP.

## SOLUTION

Esker's scalable order management solution is able to centralise all incoming orders and route these correctly in the ERP. Logista found the functionalities that were especially designed for the pharmaceutical sector, such as the conversion of ordered quantities, especially helpful.

## BENEFITS

- Improved efficiency & visibility
- Reduced error occurrence
- Facilitated remote access
- Increased supplier confidence & satisfaction

# ADVOCATE OF THE YEAR *Spain 2021*



Esker does everything in such a simple way that it really is a pleasure for us. On behalf of all of Logista Pharma, I would like to thank Esker not only for the great project we did several years ago but also for the help we get everyday from the Support and CX teams.



**Irene Ballesteros**  
Front Office Manager in the  
Pharma Channel Customer  
Service, Logista Pharma



Lennox EMEA, a division of Lennox International Incorporated, designs and manufactures heating, air conditioning, air handling and refrigeration equipment. Its reputation as a leading player in the market is based on understanding their customers' needs while simultaneously supporting employee development and well-being.

### CHALLENGE

The priority for Lennox was to digitise the flow of customer invoices, the processing of supplier invoices and automating certain types of customer orders. The company also wanted to create more effective processes to improve relationships with both customers and suppliers.

### SOLUTION

Esker's automation solutions have enabled Lennox to ensure that their accounts payable are always up-to-date and to significantly reduce the DOI. The visibility enables Lennox to closely monitor the positive effects on their cashflow indicators on a daily basis, improving the relationships with both customers and suppliers.

### BENEFITS

- Increased collections significantly
- Improved visibility with dashboards
- Reduced manual tasks
- Enhanced teamwork



# ADVOCATE OF THE YEAR *france 2021*



I am very  
enthusiastic

**about the implementation  
of realistic and practical  
business solutions. The  
introduction of Esker's  
solution as well as the  
documentation supplied  
noticeable, clear and precise  
results.**



**Pascal Fraisse**  
Director Enterprise Systems  
Architecture, Lennox EMEA



URSA is one of the largest mineral wool and extruded polystyrene (XPS) manufacturers in Europe. These products are used for the thermal and acoustic insulation of buildings. URSA has more than 1,700 employees throughout Europe, 13 production plants and is present in more than 40 countries.

### CHALLENGE

URSA was looking for an automation solution that would integrate their AP and AR processes on a single, unified platform and exchange data with the SAP ERP.

### SOLUTION

URSA automated its accounts payable (AP) and accounts receivable (AR) processes with Esker in 2007, first at URSA's headquarters in Madrid and subsequently in many other countries with much success.

Thanks to this digital transformation, URSA has successfully simplified the management of incoming and outgoing customer orders and invoices.

### BENEFITS

- Convenient document filing
- Increased visibility & full audit trail
- Invoice approvals on-the-go with Esker Anywhere™
- Smart dashboards with KPIs & reports
- Electronic invoicing & filing that meet legal standards in many countries
- Greater visibility of billing status thanks to dashboards & metrics

# ADVOCATE OF THE YEAR *Spain 2021*



**I'm really proud to receive the Advocate of the Year award. It is always a pleasure to work with the Esker team, especially because of the achievements in process optimisation for our company. This award is not just an accomplishment for URSA, my team and myself, but it is also the result of very good performance from the Esker team.**



**Gregor Miklavcic**  
European IT Manager, URSA



The International SOS Group of Companies is in the business of saving lives and protecting global workforces from health and security threats. International SOS delivers customised health, security risk management and wellbeing solutions all over the world to fuel growth and productivity.

### CHALLENGE

Large organisations with a global reach like International SOS often encounter difficulties in achieving visibility over payables and receivables. These challenges were exacerbated by manual processes, leading to an extended payment cycle and account reconciliation issues.

### SOLUTION

With Esker's Procure-to-Pay and Accounts Receivable solutions, International SOS was able to handle a considerable growth in business. The Cash Application solution now matches payments received from various sources to the correct accounts, creating tremendous time savings. Having the right tools in place helps them absorb the impacts that such growth can have and enables the company to perform optimally.

### BENEFITS

- Shift from 85% paper-based invoices to 98% electronic invoices
- 100% visibility with one unified platform
- Enhanced collaboration and operational efficiency
- Ability to manage multiple payment formats by automating formerly manual processes
- Improved customer relationships

# ADVOCATE OF THE YEAR *asia 2021*



**Esker has two really impressive attributes: they listened closely to what we were trying to achieve and found a solution. Then they went above and beyond by suggesting things that we never even thought about. Esker has a great product and a great set of people.**



**Ross Mackay**  
Group Head of Global  
Shared Services and  
Finance Optimisation,  
International SOS



Established in 1918, Yooralla is a not-for-profit organisation offering high quality support services for people with disabilities. Yooralla employs over 2000 employees who provide services across Victoria, Australia.

## CHALLENGE

Yooralla was looking to replace their previous P2P solution with a competitively-priced, scalable solution that had a user-friendly interface and offers local support services as well as an experienced implementation team.

## SOLUTION

The project to implement Esker's P2P solution commenced in February 2020. Despite imposed restrictions due to Covid-19, the productive collaboration between the Yooralla implementation team and the Esker project team successfully delivered the complete solution within six months.

## BENEFITS

- Improved productivity & efficiency of the AP team
- Increased visibility enables accurate processing of vendor invoices
- Facilitated workflows due to the user-friendly interface



**Esker has proven to be a great solution for Yooralla for Purchasing and AP automation. It has the robust functionality which provides total visibility. The end-user experience is very good. Esker's AI technology has given us increased productivity. We are seeing a greater proficiency in our AP team to get invoices processed quickly.**



**Tejasvi Thaker**  
Accounts Payable Co-Ordinator,  
Yooralla



PanAust Limited is an Australian-headquartered copper and gold producer in Laos with pre-development opportunities in Laos, Papua New Guinea, Myanmar and Chile. PanAust is owned by Guangdong Rising H.K. (Holding) Limited which is a wholly owned subsidiary of Guangdong Rising Holding Group Co., Ltd.

### CHALLENGE

During 2014 PanAust established a Transactional Services Centre (TSC) in Laos, where the Accounts Payable (AP) team processed more than 5,000 invoices each month. The establishment of the TSC kickstarted a company-wide digital transformation, resulting in a modern back-office setup supported by streamlined business processes and a transition to paperless operations.

### SOLUTION

PanAust chose Esker's Accounts Payable solution for ease-of-use, stability, features, bandwidth requirements, reputation and certified SAP-integration. The AP team processes invoices in Esker's solution, which automatically links the PDF invoice to SAP and supports exception processing for scenarios such as no-goods receipts. PanAust's IT team worked with Esker to continuously improve business processes, including enhanced cybersecurity of master data.

### BENEFITS

- Easy integration into SAP landscape for seamless navigation
- Improved Shared Services KPIs & metrics
- Reduced invoice-related queries from suppliers & staff
- Flexible change and improvement process with Esker team
- User-friendly interface with valuable AI-driven teach function
- Improved audit capabilities with e-archiving of invoices

# ADVOCATE OF THE YEAR *australia 2021*



We love the Esker product, and our Laos-based AP-superusers do too! They focus on continuous improvements such as utilising the teach functions to improve automation. The IT team sees Esker as their cloud-based support model 'gold standard'. Not only does it fit seamlessly into our SAP landscape, but the team is just great to work with.



**Vicki Dreaver**  
Business Process Lead, PanAust



International freight forwarding company Whale Logistics is an award winning business based in Sydney, Australia. The young and passionate organisation is dedicated to making freight forwarding a simple, transparent, and value-added function to their clients' business, and to becoming the leading provider of innovative and cost-effective supply chain solutions.

### CHALLENGE

Reducing paper-based processes, lack of visibility over AR processes and a strong desire to further improve the customer experience ensured that automation of finance operations become a priority. Clearly defined goals assisted Whale Logistics when going to market with identifying a vendor to support their quest for streamlining their AR processes and improve the receivable performance.

### SOLUTION

Customer experience is a strong focus for Whale Logistics and they firmly believe that technology is one of the pillars for taking their company and the entire industry to a higher level. They set out to find an automation solution that would yield visibility with strong reporting features to assist in understanding and reducing business costs while also accommodating rapid growth.

### BENEFITS

- Customer response times are now 100% within 1 day
- Both CEI and DSO are improved by 30%
- 100% customer satisfaction
- High accuracy in collections forecast

# ADVOCATE OF THE YEAR *australia 2021*



We wanted  
to provide

**an end-to-end stress-free solution to all our customers and a user-friendly customer portal was definitely part of the plan.**



**Elaine Huang**  
Financial Controller,  
Whale Logistics



# BEST RESULTS

## THE BEST-IN-CLASS PERFORMERS!

Outstanding productivity gains, greater customer satisfaction, improvement in supplier relationships, improved employee well being — the results achieved by our customers are what drives us every day. We develop solutions, but it's what you do with them that matters!

This award acknowledges those customers that achieved the most outstanding results since implementing Esker's solutions.



Routeco is the UK's leading specialist distributor of industrial automation and control products from worldwide manufacturers - packaged together with a range of added-value services.

### CHALLENGE

Routeco's ambitious growth strategy was proving challenging without addressing areas that involved manual processes. Order handling needed a revamp, as manual procedures could lead to errors. Routeco were looking for ways to improve data accuracy and improve customer service.

### SOLUTION

Connecting directly to the company's existing ERP system, Esker's Order Management solution processes over 40% of orders automatically, with users now only needing to check the uploaded data in the ERP. Routeco observed a huge productivity increase, with 56% of all orders being uploaded hands-free and complete process visibility. The Austrian service centre leads the way with a 75% automation rate.

### BENEFITS

- Custom dashboards and reporting facilitate complete visibility of orders and team performance
- Improved customer journey, as late orders are immediately processed and shipped next day
- Reduced manual data entry and increased accuracy of orders
- Increased staff morale due to time savings and better interdepartmental collaboration



**Esker has proved to be an invaluable tool during the COVID pandemic. It's enabled us to have a seamless transition by allowing users to work remotely from home and still be able to process orders without any disruptions or delays, which has been a hugely beneficial resource in such difficult times.**



**Melanie Amps**  
Project Coordinator,  
Routeco



As one of the world's largest suppliers among independent lubricant manufacturers, the FUCHS Group develops, produces and distributes high-quality lubricants for almost all industries and a wide range of application areas. The company was founded in Mannheim, Germany in 1931 and employs around 6,000 people in 58 operating subsidiaries worldwide.

### CHALLENGE

At the Duisburg site, around 45,000 orders are processed per year for the more than 10,000 customers. Before Esker's solution was implemented, these orders were manually entered into SAP by 6 employees. The goal of the automation solution was to significantly reduce manual work and free up staff to take on higher-value tasks.

### SOLUTION

The efficient cooperation of the FUCHS and Esker teams as well as the cloud-based approach of the solution led to the rapid deployment of a testing environment. Any technical questions were analysed collaboratively and solved quickly.

### BENEFITS

- Over 2,000 orders processed since Esker's implementation
- Fast set-up of testing environment & great collaboration
- Noticeable efficiency increases due to the processing of high-volume key account customers
- Successful user uptake
- High likelihood of achieving touchless rate goal of 15,000 orders by 2022



Based on the great experience our US and Australian offices had with Esker's solutions, we decided to implement the Order Management solution with integration for the SAP ERP in the EMEA region as well.



**Petra Coconcelli**  
Head of IT EMEA,  
FUCHS Group

# FERRERO

The Ferrero Group is an Italian chocolate and confectionary manufacturer of well-known products such as Nutella, of which it produces over 365,000 tons a year. Ferrero's 38 trading companies, 18 factories and approximately 40,000 employees make it the world's second largest producer of chocolates and confectionary.

## CHALLENGE

Ferrero sought out an automation solution to obtain more visibility over customer orders coming in by email and to optimise and streamline these processes. The workload management for the customer service team needed to be improved.

## SOLUTION

Using Esker's Order Management solution, Ferrero automated the reception and processing of purchase orders by email, so that these are now centralised and prioritised in a unified platform and then automatically transferred to the ERP. Ferrero is looking into expanding the Esker solutions to more locations, soon.

## BENEFITS

- Improved process visibility
- Reduced error rates
- Faster deliveries
- Streamlined and scalable order processing with a Customer Portal catalogue extension option



Thank you very much for the award to my colleagues and the Customer Service team, it is a well-deserved recognition since they have made a super effort. I am very happy.



**Fabio Crescente**  
Customer Service Coordinator,  
Ferrero



Swinburne University of Technology has an ambitious vision to become the prototype of a new and different next-generation university. With a century-long history of providing students with high-quality, career-oriented education and its strong links to industry and the community, it aims to bring people and technology together to create a better world.

### CHALLENGE

Most of the processes were manual and paper-based. Obtaining manual approval for a purchase request was time-intensive and purchase orders had to be manually entered into the system. Getting the right documents and information to the right people resulted in long delays.

### SOLUTION

Esker's Procure-to-Pay solution has provided Swinburne Sarawak with the ability to function independently of their SAP® ERP. This creates a one-stop place to treat the entire procurement lifecycle, simplifies the workflows and creates process visibility through customisable dashboards.

### BENEFITS

- 75% decrease in processing time
- 80% cost savings
- Purchasing request approvals 3x faster
- 71% employee satisfaction rate since using Esker
- 100% visibility with dashboards & reporting
- Remote work enabled by a cloud-based solution



**We are able to manage our purchase of goods and services 24/7 at our own comfort during the pandemic. The dashboard provides us with ready information to perform daily tasks and the ability to make every action smarter and more strategic.**



**Kok Mei Lan**  
Assistant Manager,  
Procurement, Finance  
and Business Analysis,  
Swinburne Sarawak Sdn Bhd



McCain is a Canadian family-run business that manufactures frozen potato products as well as snacks in over 160 countries. The company is a leading player in home catering, contract catering and fast food, as well as in distribution to supermarkets.

### CHALLENGE

McCain was spending too much time on orders, as they increasingly needed to request additional information from customers. Digitising the processes would speed order management and free up time for staff to focus on providing excellent customer service.

### SOLUTION

Esker's Order Management solution now accurately routes order-related questions to the correct recipient and eliminates the time-consuming data entry. It also helped McCain with order reception and optimised this process by utilising dedicated forms and workflows.

### BENEFITS

- Increased efficiency
- Streamlined order reception
- Reduced time spent on customer inquiries & data entry
- Quick implementation
- Extended touchless rate to 70%



**The test for selecting the most suitable solution returned Esker as the top contender and we recognised the potential very early on. The end users praised Esker especially for its ease-of-use and process visibility.**



**Philippe Branellec**  
Project Manager, McCain



Founded in 1953 and the largest Australian-owned pharmaceutical company specialising in dermatology, Ego Pharmaceuticals manufactures approximately 120 different product lines in Melbourne. Ego has brought high quality, clean and green Australian products to more than 20 markets globally and was recognised as the Australian Exporter of the Year in 2017.

## CHALLENGE

Ego's paper-based invoicing process left managers and staff with no overview on what was being submitted for payment. The risk of invoices getting lost, budget blowouts, and delayed payments motivated Ego to seek out a digital vendor invoice processing solution that would easily integrate with their SAP ERP.

## SOLUTION

In December 2020, Esker's Accounts Payable solution went live across the business globally, replacing the old paper-based invoice process and integrating seamlessly with their ERP. With invoices all in one central digital location, staff and managers can check their own invoices in Esker for status updates, and there's better transparency, accountability and governance of spending.

## BENEFITS

- Improved efficiency and governance with centralised invoices
- Increased visibility over approval processes
- Significant reduction of internal enquiries to the AP team
- Zero risk of losing invoices
- Digitalised invoicing saves the printing of 70,000 pages yearly



**Prior to Esker, Ego's invoicing process was paper-based. Invoice visibility was limited. Managers had no visibility on what their teams were submitting for payment. There was a risk of paper invoices getting lost and payments being delayed. Ego needed a digital invoicing solution that would integrate with our SAP setup.**



**Alan Oppenheim**  
Managing Director,  
Ego Pharmaceuticals



Fletcher Building Limited is a diversified building products and construction company with over 38 businesses providing a range of building products and construction materials. The company is listed on the ASX and NZX and operates through six divisions – Building Products, Distribution, Concrete, Residential and Development, Construction and Australia.

## CHALLENGE

Cumbersome and time-consuming manual remittance advice processing across multiple ERP's was increasingly inefficient for Fletcher Building's various business units (Firth, Winstone Aggregates, Fletcher Steel and Laminex Australia). End-of-month deadlines became more of a challenge for the respective processing teams, since the business units use different ERPs.

## SOLUTION

Fletcher Building implemented Esker's Cash Application solution across four business units, starting with the first project at the end of 2020. Since implementation, each business unit has reported impressive results, ranging from efficiency gains to time saved for staff as well as significant downstream benefits for their customers.

## BENEFITS

- Intuitive functionality with minimal training needed
- AI capabilities increased efficiency & significant reduction in processing time (50%)
- Significant reduction of unallocated payments at end-of-month
- Support of downstream positive-sum benefits for customer account queries & accuracy



**Esker provided a strong process from start to finish, including initial engagement, implementation and strong support post go-live. What we needed was flexibility to meet our needs in a complex environment and deliver results through leveraging technology. We were able to start delivering results from Day 1 after going live.**

**Michael Hope**  
Project Manager, Fletcher Building



Winstone Aggregates is a leading aggregate products and services provider in New Zealand, operating 11 extractive quarries, 2 joint venture quarries with their partners, 4 clean fills, 6 labs and a fleet of 80 bulk trucks. The company is a trusted aggregates solution partner for concrete, roading, rail, and other infrastructure industries.

## CHALLENGE

Winstone Aggregates processed remittance advices with key stroke data entry into their ERP. In order to increase efficiency and a reduction of time spent on processing activities, they looked for a solution that could leverage AI technology to optimise business processes.

## SOLUTION

In January 2021, Winstone Aggregates went live with Esker's Cash Application solution and immediately reduced processing time for the team by 50%. Real-time reporting, application ease-of-use and time saved allowed the team to focus on value-added activities, benefiting both internal stakeholders and customers.

## BENEFITS

- 50% reduction of processing time, freeing up staff members to focus on value-added tasks
- Increased accuracy of remittance advice processing
- User-friendly interface enables single-screen handling
- Real-time reporting



**We have been using Esker Cash Allocation for about almost 12 months now. The solution has provided us with very accurate and automated receipting. Also, it has been a huge time saver for us, especially during month-end times. So, we are very happy with the solution. Thank you, Esker.**

**Saziya Shah**

Accounts Receivable / Credit Controller,  
Winstone Aggregates

## Fletcher Steel™

Fletcher Steel is Fletcher Building's steel distribution division. It encompasses the Easysteel, Fletcher Reinforcing, Fletcher Wire Products, ColorCote, Dimond Roofing, Dimond Structural and CSP Pacific businesses, operating distribution and manufacturing sites across New Zealand.

### CHALLENGE

Increased volumes and time-consuming processing of remittance advices meant a 5:00 am start for the team, so that end-of-month hard-stop deadlines of 11:00 am could be met. Issue resolution was extremely time-consuming, with the team often toggling between multiple screens to process customer payments.

### SOLUTION

Esker's Cash Application solution was implemented in 2021, and provided increased efficiency and a reduction in time spent during the first month post go-live. Unallocated payment processing at end-of-month as well as accurate customer statements and visibility over payment and remittance advices significantly reduced customer enquiries.

### BENEFITS

- Automation of remittance advice processing enables team members to focus on higher-value tasks
- 20% - 30% reduction of unallocated payments at end-of-month, resulting in significant reduction of customer queries and accurate customer statements at month-end
- Pre-receipt of customer payments received in bank account saves time at month-end
- 40% reduction in processing time at end-of-month



 Esker has changed our lives **in terms of cash allocation. We wanted a simple tool to provide automation for a manual process and stop getting up at 5:00 am at month end to process payments. We were successful in this transformation with the support from the amazing team at Esker and our Fletcher teams.**



**Mozima Mohammed**  
Credit Manager, Fletcher Steel

# Laminex®

Laminex is Australia's leading supplier of high-quality laminates and surface materials for more than 80 years. With its commitment to design, innovation, quality and sustainability, Laminex continues to produce a beautifully curated collection of decorative surfaces.

## CHALLENGE

EFT bulk payments and complex remittance advice processing with hundreds of lines were the catalyst for Laminex Australia to search for a solution that could automate the daily manual tasks for the credit team.

## SOLUTION

In 2021, Laminex Australia implemented Esker's Cash Application solution, immediately benefiting from the AI technology to automate daily remittance advice processing. The team embraced the new solution from day one and transitioned from data entry processing to verification and review very quickly. Laminex Australia's main objective is to achieve an automation target of 80%.

## BENEFITS

- 40% reduction of processing time
- 95% decrease of unallocated invoices at end-of-month
- 13% automation rate achieved within 3 months, 41% in 6 months



 **One significant change since implementing Esker is that the banking team is under much less pressure to complete payment allocations each day. They have more time to focus on their other duties and learn new tasks because Esker is saving us hours every day. They enjoy using Esker and the benefits it has provided.**

**Pamela Rochester**  
Operational Team Leader, Laminex

# RIELLO

Founded in 1922, Riello is a leading manufacturer and service provider for heating, air-conditioning and energy efficiency. Headquartered in Legnago, Italy, Riello operates in over 120 countries. Riello is a part of Carrier, a leading global provider of innovative HVAC, refrigeration, fire, security and building automation technologies.

## CHALLENGE

On top of a regulatory change compliance (electronic invoicing), there was an acute need to manage the complexity of Riello's accounts payable process in an effort to eliminate paper invoices and simplify approval workflows for faster delivery and greater efficiency.

## SOLUTION

By implementing Esker's Accounts Payable solution, Riello has simplified its entire AP process, thereby improving efficiency and handling times. The solution's customised dashboards and real-time tracking provide teams with visibility, better priority management and also allows them to focus on higher value tasks.

## BENEFITS

- 75% reduction in invoice processing times
- Improved visibility over critical AP information through customisable dashboards
- Reduced costs
- Enhanced teamwork thanks to a very simple & intuitive interface
- Compliance with governmental e-invoicing regulations
- Streamlined workflow processes by eliminating all paper documents



Riello is a company with very complex processes.

Thanks to Esker, we have been able to simplify the daily work of the finance teams and to reduce the time spent on invoice data entry by 75%. Finance teams are now able to spend more time on higher-value tasks and have greater control over what is happening in real time.



**Wissem Rachdi**  
CFO, Riello



# BIGGEST CHAMPION

## THE ESKER CHAMP USERS!

You know that one person you always go to for advice on something because they have the right answer, every time?

Well, some team members in the companies we work with are just those people — they're the pro users their team goes to when they need guidance, the ones that achieve truly great things and always exceed everyone's expectations.

This award is dedicated to them!



Stelrad is the UK's number one radiator manufacturer, offering an extensive range of domestic and commercial radiators to its customers since 1936.

### CHALLENGE

Over the years Stelrad has acquired new customers and has seen continual growth, which also increased orders. Since processing these orders was done manually, Stelrad started reviewing automation in 2019 to be able to support future growth with a solution that would integrate easily with the ERP system.

### SOLUTION

Stelrad deployed Esker's Order Management solution in 2020, and recorded an improvement in the customer experience as a result. It has considerably reduced the number of orders that require manual processing and has increased processing speed.

### BENEFITS

- 53% increase in the number of orders processed by touchless processing
- Faster order processing
- Improved motivation in the Customer Service Team
- Enhanced customer experience



There has been an increase in motivation within the Customer Service team as the system is simple and intuitive. Esker is helping deliver an improved customer service experience which continues to support Stelrad's position as a market leader and retain accreditation with the Institute of Customer Service.



**Cherie Bradford**  
Customer Service Manager,  
Stelrad Radiators



ELG continually seeks innovative solutions for the sourcing and recovery of stainless steel, superalloys and titanium. When purchasing raw materials, ELG offers their suppliers short distances, fast response times and bases price negotiations on current market values. Their customers in the processing industry benefit from secondary raw materials of the highest quality as well as accuracy and precision when it comes to quantities and material composition.

### CHALLENGE

Before implementation of Esker's Accounts Payable solution, ELG manually processed incoming invoices in the Navision ERP. Although this system worked fairly well, ELG sought a higher level of visibility and a reduction in manual tasks, which often led to errors and thereby increased costs.

### SOLUTION

Processing purchase-order related invoices was considerably facilitated by Esker's Accounts Payable solution. The solution's ability to correctly match invoices to order receipts was a critical feature, since ELG receives deliveries of raw materials with unspecified weight on a daily basis. By implementing Esker's solution, ELG was able to optimise their entire AP process.

### BENEFITS

- Improved user experience with Esker's multi-ERP connection capabilities
- Greater visibility within the entire company network, including subsidiaries worldwide
- Standardised processes for the entire company
- Customised solution that connects individual matching processes



We used a manual sorting and matching process, which was very time-consuming and inefficient. With Esker's solution, we achieved greater visibility and significantly reduced manual tasks.



**Leanne Horvath**  
Financial Controller, ELG



Since its founding in 1990, Sungjoo D&D has become Korea's most cutting-edge clothing and fashion accessories distributor, engaging in retail and wholesale operations worldwide. They are dedicated to providing premium-quality products with exceptional customer service and further solidifying their corporate position through transparent and global business management.

### CHALLENGE

Sungjoo D&D used to operate with paper-based processes, providing hardcopy invoices and vouchers to the Finance Team for approval. This manual approval process as well as a limitation on user access to the SAP ERP caused setbacks and bottlenecks, resulting in slow and delayed approvals and hindering visibility into the invoice payment status.

### SOLUTION

Esker's Accounts Payable solution has streamlined Sungjoo D&D's entire P2P process, further reinforced by the Esker Anywhere® mobile application, which enables approvals on-the-go. The customisable dashboards provide broad visibility over all the financial positions.

### BENEFITS

- Improved visibility with customisable dashboards
- 100% paperless office
- Eliminated manual processes & hardcopy archiving
- Accelerated invoice processing & approval times
- Facilitated remote work made possible by cloud-based solutions



**With Esker, we are able to embrace the benefits of a paperless office. This significantly reduces the time spent managing hard copies. Esker provided us with invoice status, workflow and approval transparency. With Esker Anywhere®, we can approve invoices on-the-go.**



**Jane Jung**  
Financial Controller,  
Sungjoo D&D Inc.



Palmer Holland is a North American specialty chemical and ingredient distributor of raw materials headquartered in Cleveland, Ohio. Over 40 account managers and ingredient consultants are stationed throughout the United States and Canada.

### CHALLENGE

Prior to automation, email was heavily relied on for process management and customer inquiries. Their order management process was also challenging and required CSRs to check many boxes just to enter an order. Palmer Holland's collections process used to demand constant back-and-forth communication with customers and didn't offer a way for customers to make ACH or credit card payments.

### SOLUTION

Using automated inquiry classification and routing, Esker's Customer Inquiries Management solution provides CSRs a collaborative platform to triage and analyse all customer requests quickly and easily. The Order Management solution accurately routes order-related questions and eliminates the time-consuming data entry. The Collections Management solution provides the visibility needed to manage their receivables and collect cash faster.

### BENEFITS

- Leverages automation as much as possible to streamline processes
- Supports company growth while balancing headcount growth
- Drastically reduces time spent on customer inquiries & data entry
- Accelerates collections by making customers more self-sufficient

# BIGGEST CHAMPION US 2021



Our journey with Esker started with a vision to advance our processes so our employees could focus on the most value-added tasks and deliver the highest levels of customer excellence. I'm confident in saying, we are accomplishing that goal.



**Charlie Laurie**  
Chief Innovation Officer,  
Palmer Holland



Zambon is a multinational chemical and pharmaceutical company focusing on innovation and drug development to improve the health and quality of life for patients. The company of around 200 employees is based in Milan, Italy and has locations in all major European markets— including Spain since 1960.

### CHALLENGE

The challenges that Zambon faced were due to the complexity of client diversity and the strict regulations of the healthcare sector. Order processes were tedious and each took an average of 8 minutes to handle. Manual processing of incoming fax and email orders was prone to errors and did not provide visibility.

### SOLUTION

In the Summer of 2020, Esker's Order Management solution was implemented in both the Spanish and Portuguese locations. The AI-based capabilities of the solution now automatically convert all non-EDI hospital and wholesale orders to PDF and send these directly to the SAP ERP, carrying out all functionalities typical to the pharmaceutical sector.

### BENEFITS

- Reduced order processing time from 8 minutes to 1 minute
- Added 200 customers to fully automated processing
- Increased visibility for priority orders
- Simplified processing for Spain & Portugal locations



**In Portugal, the order management process for hospitals was very complex, but after the excellent implementation process of the Esker solution we are able to easily manage these processes and daily operations.**



**Almudena Cano**  
Customer Care Manager,  
Zambon



Are Media Pty Ltd is Australia's leading premium content and experiences company for women since the 1930s. Continuing to be future-focused and pushing boundaries by expanding their portfolio across lifestyle, entertainment, fashion, beauty, homes, and food, they tell these stories across print magazines, websites, video, social, customer review sites, podcasts and immersive experiences.

## CHALLENGE

Are Media identified the automation of the accounts payable process, timely payments to suppliers and visibility as their key objectives. Limited visibility created gaps in the existing system, while troubleshooting meant time-consuming data analysis as well as slow turnaround for vendor queries and payments.

## SOLUTION

Implementation of Esker's Procure-to-Pay Solution was completed remotely in 2020 and 2021. The team effort between Are Media and Esker was a testament to excellent collaboration.

## BENEFITS

- Intuitive, user-friendly interface with high acceptance rates
- Increased visibility
- Improved reporting capabilities
- Significant reduction of time spent on vendor query resolution



**The Esker application has provided much better visibility and efficiency to our AP processes and the intuitive user interface won the Esker system many friends here at Are Media in a very short period of time.**



**Melissa Xuereb**  
Finance Systems Manager,  
Are Media



Established in 1974, Freo Group is the market leader of mobile crane hire services and project material logistics management in Australia. The company provides crane hire, heavy lift, project logistics management, oversize transport, materials handling and warehousing services from their strategically located depots across Australia, supporting some of the country's largest "Blue Chip" organisations.

### CHALLENGE

Freo Group's goal was to find a solution that could provide real-time information, improve their credit control processes and significantly reduce their DSO. The ERP system was clunky, did not support effective collection processes, and information was not readily available to support customer relationships.

### SOLUTION

The Australian Institute of Credit Management introduced Freo Group to Esker. It quickly became apparent that Esker's Collections Management solution would tick many of the requirement boxes, and included many functionalities beyond expectations. Complexities identified during the implementation phase were clearly scoped and addressed, resulting in optimised processes and real-time visibility.

### BENEFITS

- 20% DSO reduction
- Smoother audit processes, including trackable audit trails
- Team collaboration with digital workflow & communications tools
- End-to-end process visibility
- Supports strong customer relationships
- Reporting & data analysis provides transparency for all stakeholders in 23 branches



**Esker has been an absolute game changer for us. It has helped the over hundred users all throughout the branches build a strong relationship with the customers, being able to interact with them on a daily basis.**



**David Baker**  
Accounts Receivable Officer,  
Freo Group



MSC Cruises is a Swiss global cruise line founded in 1988. In addition to being the world's largest privately held cruise line and employing nearly 23,500 people worldwide in offices in 45 countries, MSC Cruises is the third-largest cruise company in the world.

### CHALLENGE

Operating with two different ERP systems for managing their procurement process, MSC Cruises needed a unified solution that would bring visibility and optimise their supplier management.

### SOLUTION

Esker's Accounts Payable solution was introduced in 2019, enabling the company to handle a significant increase in document volume without having to add substantial resources. The single, unified platform uses AI-based technology to enhance the existing RPA automation, thereby optimising all AP processes and allowing staff to focus on higher-value tasks.

### BENEFITS

- Satisfied employees
- Goodbye data entry, hello efficiency
- Effective management of employee workload across different locations
- KPIs and customisable dashboards improve reporting, analytics & data collection



 **The interface is very user-friendly and intuitive. It is a solution that fits perfectly with our needs. Esker AP helped us to be more efficient in our processing.**



**Maria Grazia Sini**  
AP Manager, MSC Cruises



# OTHER RECOGNITIONS

Esker's Spanish subsidiary had the idea of rewarding customers for reasons beyond what the other awards were meant to recognise.

The Best Project Award is dedicated to an outstanding implementation project, while the Best CX Explorer Award recognises an adventurous user who works hand-in-hand with Esker's CX team.

# Damm

Damm is part of a brewing company based in Barcelona, Spain, and structured under the holding “Cerveceros Damm” since 2010. Its main business activity is focused on the production of beer, although it also manufactures other beverages such as soft drinks and bottled mineral water.

## CHALLENGE

Damm was looking for a way to automate and streamline customer orders, as this was a time-consuming and at times error-prone process. Especially in the food & beverages industry the order turnaround times need to be as fast as possible.

## SOLUTION

With Esker’s Order Management solution, Damm was able to reduce processing times by 75%, and virtually eliminated order entry errors. Due to this great success, Damm is looking to implement additional automation solutions with Esker, such as the Claims & Deductions solution.

## BENEFITS

- Reduction in order processing time from 8 to 2 minutes
- Increased efficiency
- Improved visibility



**Thank you very much. First of all, for the award you have given us and above all, for the help we have had in these months and the recognition you are giving us, of course. Thank you for the effort, for putting up with us especially at the support level, your technicians and for the great collaboration.**



**Alexy Sánchez**  
Head of Customer Service,  
Damm

# Hero España

Hero Spain is part of Hero Group, a multinational Swiss company, since 1922 and is currently one of the leading producers of baby food and jams. Its well-known brands have been present in Spain for over 100 years, as well as in more than 30 other countries.

## CHALLENGE

Hero Spain wanted to remove the manual tasks involved in entering and processing orders, especially during times with high order volumes. With over 27,000 orders processed per year, the two key users needed simplified and optimised processes.

## SOLUTION

The company has streamlined their customer order management and can now create and share reports and performance metrics company-wide. Administrative staff can now dedicate more time to customer service functions, and by eliminating manual tasks the processes were simplified and staff can enjoy an improved work-life balance.

## BENEFITS

- Average order handling reduced to under 1 minute
- 20% of orders on end-to-end automation
- 30% of orders now only need a maximum of 2 changes
- Possibility of simulation in SAP before order validation



 Thanks to Esker for this great adventure. We have been having excellent results for the months since we implemented the solution. And of course thank you for this award. We are delighted.



**Juan Ignacio Caride,**  
Customer Service, Hero Spain

# ABOUT ESKER

## WHERE PROCESS MEETS PROGRESS.

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. Esker's solutions incorporate technologies like Artificial Intelligence (AI) to drive increased productivity, enhanced visibility, reduced fraud risk, and improved collaboration with customers, suppliers and internally. 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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