



Winner Success Stories

Dive into the stories of Esker's award-winning Order-to-Cash solution suite customers in Australia & New Zealand 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.

Discover the stories of these inspiring customers!





ADVOCATE OF THE YEAR

Our best ambassadors!

The individuals recognised as our **Advocates of the Year** are the ones who have generously shared their experiences of Esker with a broader audience. Their readiness to share their own journey has demonstrated their understanding of the value Esker provides to their business and how Esker can deliver greater well-being to the users and stakeholders, and a drive to offer the benefits of Esker to our wider client base.



Established in 1982 with the launch of Reebok, True Alliance is one of the largest retailers, distributors, licensees and Shared Services provider of premium accessories, fashion, sports, and outdoor brands on the Australia and New Zealand markets. Labels include names such as Speedo, The North Face, Lacoste, and Coach.

Challenge

True Alliance was not able to obtain full transparency over account statuses and pending transactions, leading to a significant month-end workload consisting of manually handling remittances for 1,000+ clients. Despite a top-tier ERP like SAP, the non-customer-centric nature of the ERP hindered efficiency. True Alliance sought SAP-integrated solutions that would streamline collections and customer data access and eliminate manual tasks.

Solution

As a company that aligns with reputable brands, creating an exceptional work environment is pivotal to showcasing the company's dedication to pioneering technology. After thorough assessment, True Alliance opted for Esker Collections Management and Cash Application for the efficiency, visibility, and scalability they offer. This choice has enhanced the customer experience by enabling timely payments and proactive collections, which nurtures robust customer relationships.

Benefits

- Reduced remittance processing time by 90%
- Decreased manual allocation handling significantly
- Increased visibility with customisable dashboards
- Improved customer experience with self-service options
- Enhanced job satisfaction by removing cumbersome manual tasks
- Facilitated transition to hybrid work



ADVOCATE OF THE YEAR

Australia 2023

■ ■ ■ “A remittance that would
■ ■ ■ take 3 to 4 hours to clear
■ ■ ■ due to complexity now
■ ■ ■ takes 15 minutes or less
with Esker. We not only
revitalised AR and gained
time, but have been able
to provide better customer
service to thousands of our
wholesale customers.”

Noel David

General Manager, Finance &
Admin, True Alliance



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.



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 collections 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 Collections Management 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

- Reduced DSO by 20%
- Increased visibility & control over collections process
- Freed up credit controllers by automating dunning letters
- Provides trackable audit trails
- Supports strong customer relationships
- Reporting & data analysis offers transparency over all 23 branches



■ ■ ■ "Freo Group has
■ ■ ■ achieved a 20%
■ ■ ■ reduction in DSO
■ ■ ■ over the last 12
■ ■ ■ months, which is
■ ■ ■ significant. The
■ ■ ■ automated reporting
■ ■ ■ function within Esker
■ ■ ■ decreased the amount
■ ■ ■ of time spent manually
■ ■ ■ chasing debts."

Jade Owen
Billing & Collections Supervisor,
FREO Group



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!



NCI Packaging is a privately-owned packaging company, with operations in Australia, New Zealand, Fiji and Papua New Guinea, servicing many leading manufacturers and brands. NCI has evolved from a specialist manufacturer of cans to become a key product partner to many of Australia's leading paint, food, and aerosol brands such as Dulux and Heinz.

Challenge

The previous order management system relied heavily on the Customer Service (CS) team to manually input all orders into SAP. This approach was not only time-consuming and labour-intensive, but also vulnerable to errors.

Solution

NCI Packaging implemented Esker Order Management to cut manual handling and errors. This led to enhanced efficiency, offering full order status visibility and streamlining processes. Consequently, there's a notable decrease in errors, empowering the CS team to focus on strategic tasks. Additionally, quicker order processing has improved customer relations, ensuring faster order confirmations.

Benefits

- Reduced average order processing time by 88%, from approx. 20 min. per order to 2.5 min.
- Doubled daily order processing capacity, from 80 orders/day to 150-180
- Enhanced visibility through customisable dashboards
- Improved employee well-being
- Staff time freed up to focus on higher-value tasks



“The robustness of the Esker solution, its integration with our SAP system, and the intuitive interface for all levels of user ability has made Esker a delightfully easy application to champion within NCI.”

Daniel Kennedy
Business Analyst,
NCI Packaging



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■ ■ ■ “The Esker solutions
■ ■ ■ have made a significant
■ ■ ■ improvement to our
■ ■ ■ daily tasks. Payments
are allocated much
quicker and easier now
with a few clicks.”

Rosetta Rocca
Credit Officer & System
Analyst, True Alliance.

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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