



Winner Success Stories

Dive into the stories of Esker's award-winning Source-to-Pay 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.

THE JUST GROUP

The Just Group is a leading Australasian fashion and apparel retailer representing the brands Just Jeans, Jay Jays, Jacqui E, Peter Alexander, Portmans, Dotti and Smiggle. Over 9,000 employees work at the company, which has 1,200 retail outlets across Australia, New Zealand, UK, Ireland, Malaysia, and Singapore.

Challenge

The Just Group's previous paper-based accounts payable process caused inefficiencies and delays. Other challenges included a lack of transparency as well as missing documents and invoices. The COVID-19 pandemic exacerbated issues, hindering remote work adaptation and timely invoice processing due to the cumbersome manual process.

Solution

After exploring various AP automation options, The Just Group chose the Esker Accounts Payable solution for its robust capabilities that enhance efficiency and provide visibility. The implementation resulted in significant time savings for the AP team, reduced supplier communication, and facilitated seamless business growth without requiring additional resources.

Benefits

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



“Beginning my day with a cup of coffee and diving into the informative charts and graphs on the dynamic Esker dashboard really energises me. It not only steers and predicts the path for the day but also tangibly represent the milestones we’ve reached.”

Frank Prinzi

Frank Prinzi, Systems & Accounts Manager,
The Just Group



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.



Source-to-Pay

San Miguel Yamamura Australasia, or simply known as San Miguel, is an established leader in packaging and contract beverage and wine filling in Australia and New Zealand. It is a proud member of the world-wide San Miguel Yamamura Packaging Corporation Group (SMYPC).

Challenge

Processing 40,000 paper invoices annually for six dispersed companies nationwide presented a significant challenge, additionally exacerbated by an overflowing email inbox. The manual accounts payable process lacked visibility and hindered efficiency by not tracking the invoice progress in the AP workflows.

Solution

The adoption of Esker Accounts Payable revolutionised both San Miguel's AP department and overall business operations by bringing about a highly structured, process-driven approach. This led to improved visibility, streamlined processing times and increased staff satisfaction. Additional benefits observed were stronger supplier relationships and enhanced cash flow management.

Benefits

- Decrease in invoice processing time
- Improved visibility into AP process
- Increase in productivity & staff morale
- Enhanced supplier relationships



“Esker has been a game changer for our AP department and our business. Processing 40,000 invoices per annum, we now have the visibility into where an invoice is in the process.”

Joel Finkelde
Chief Financial Officer, San Miguel Yamamura Australasia



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!



Source-to-Pay

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

- Accelerated end-of-month processing time by 20%
- Improved efficiency with centralised invoices
- Increased visibility over approval processes
- Reduced internal enquiries to the AP team significantly
- Eliminated risk of lost invoices
- Saved 70,000 printed pages each year



“We estimate that we have saved about 70,000 sheets of paper being printed in just one year purely from switching over to Esker.”

My-Duyen Nguyen
Finance Services Manager, Ego
Pharmaceuticals

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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