

ESKER® Impact Awards

2024 Winner Success Stories

Dive into the stories of Esker's award-winning Order-to-Cash solution suite customers in Australia & New Zealand, who transformed their business for the better, making life easier for their teams, 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 with 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.

true alliance



Cash Application
Collections Management

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 over 1,000 clients. Despite using the top-tier SAP system, 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 Esker Cash Application for the efficiency, visibility and scalability these solutions 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

ANZ 2024

■ ■ ■ "2025 is shaping up to be
■ ■ ■ an incredibly exciting year!
■ ■ ■ With amazing projects
■ ■ ■ lined up, we're closing the
loop on order-to-capture
by integrating Esker Order
Management. It's a game-
changer that delivers
extensive value not just for
our team but also for our
customers."

Noel David

Chief Operating Officer, True
Alliance



Headquartered in Auckland, New Zealand, AS Colour is a global manufacturer of premium, unbranded clothing primarily sold wholesale. The company is known for its commitment to social and environmental responsibility while delivering exceptional customer experiences.

Challenge

Manual processes in AS Colour's accounts receivable (AR) operations created inefficiencies that hampered productivity and strained customer communications. Managing collections across a growing international footprint added further complexity, and their Shared Services team in New Zealand required a globally accessible solution to streamline operations and enhance visibility.

Solution

AS Colour implemented Esker Collections Management, automating manual AR tasks and unifying processes across global operations. With features like real-time analytics, CRM capabilities and a 24/7 customer portal, the solution provides critical visibility into collections performance while simplifying customer interactions and improving efficiency. By reducing manual workloads and paper use, Esker's cloud solution aligns perfectly with AS Colour's values and operational goals.

Benefits

- Reduced time spent on tracking overdue customers and invoices
- Improved visibility – by customer, country and at global level
- Enhanced customer experience and communication
- Provided peace of mind and reduced stress during challenging times
- Created standardised processes across global entities

Advocate of the Year

ANZ 2024

"Extremely thankful for the
Esker team – it's easy to
showcase a product that
truly speaks for itself."

Cameron Irons
Director of Finance,
AS Colour

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 kinds of 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!

Reward Hospitality is a leading distributor of goods to venues such as bars, clubs, hospitals and government institutions across Australia and Asia Pacific. From cutlery to full kitchen installations, Reward Hospitality supplies everything needed for seamless hospitality operations.

Challenge

Reward Hospitality's manual AR processes and outdated ERP system created inefficiencies, with staff spending significant time resending invoices and managing collections manually. Customers struggled to understand statements, and the lack of visibility led to frustration and burnout for the team.

Solution

Reward Hospitality implemented Esker Collections Management to streamline AR processes. Automation reduced administrative tasks, while real-time reporting and customer segmentation improved efficiency. A customer portal provides 24/7 access to invoices and statements, enhancing communication and satisfaction.

Benefits

- Enhanced visibility and reporting
- Significant time savings for AR staff
- Improved customer satisfaction
- Increased collections efficiency
- Improved collaboration with the Sales team
- Boosted morale and reduced burnout among staff

Biggest Champion

ANZ 2024

■ ■ ■ ■ "Since implementing
■ ■ ■ ■ Esker Collections
■ ■ ■ ■ Management, our new
team leaders have
seamlessly adopted the
solution with minimal
training. The dashboard
offers unprecedented
visibility into what is
going on in the ERP."

Hayden Kok
Accounts Officer - Receivable,
Reward Hospitality

Laminex has been 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

Laminex's manual order management process was slow, error-prone and inefficient, making it difficult to streamline operations and reduce processing times to improve accuracy and productivity. Laminex needed a solution that could optimise processes, reduce processing times and enable a higher level of automation while ensuring consistent and accurate order handling.

Solution

Laminex implemented Esker Order Management to improve automation and efficiency. The team adopted a step-by-step approach, addressing challenges one-by-one and focusing on incremental improvements. By learning from early setbacks and applying these lessons as stepping stones to success, Laminex has been achieving steady gains month over month.

Benefits

- Automation increased by 5% within the first year
- Order processing time halved, from 14 to 7 minutes

Biggest Champion

ANZ 2024

■ ■ ■ "Knowing our work
■ ■ ■ helps our clients
■ ■ ■ achieve their outcomes
■ ■ ■ is truly important.
Thank you, Esker, for
this honour!"

Nikunj Panchal
Customer Service Representative,
Laminex

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.



REMONDIS is one of the world's largest recycling, service and water companies. With over 40,000 employees and around 1,000 plants and facilities on four continents, REMONDIS operates in Australia and across the globe.

Challenge

In 2021, REMONDIS identified inefficiencies in their payment processing system, which relied heavily on manual interventions. The organisation needed a robust solution to streamline operations, reduce processing time and align with long-term automation goals.

Solution

REMONDIS partnered with Esker to implement Esker Cash Application. The collaboration between REMONDIS's Credit and ICT teams and the Esker Project team was instrumental in scoping, developing and testing the solution. Esker provided exceptional support throughout the implementation and post-go-live phases, ensuring the solution met REMONDIS's exacting requirements.

Benefits

- Enhanced operational efficiency
- Significant time savings for the Credit team
- Alignment with long-term organisational goals

Best Results

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“The support provided by Esker during the project and beyond has been amazing. The dedication of our Credit team and the guidance from Esker have been pivotal in achieving these remarkable results. We’re excited to continue this partnership and explore further improvements to the solution for our business.”

Jamie Smith

National Credit Manager, REMONDIS &
Brendan Bates, IT Manager, REMONDIS

Hi, we're Esker

Founded in 1985, 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.



40

years of experience
with 20+ years focused
on cloud solutions



1,100+

employees serving
1.12M+ users & 3,000+
customers worldwide



15

global subsidiaries
with headquarters
in Lyon, France



€205.3

million in revenue in
2024



Business success is best when shared

At Esker, we believe the only way to create real, meaningful change is through positive-sum growth. This means achieving business success that doesn't come at the expense of any individual, department or company — everyone wins! That's why our AI-driven technology is designed to empower every stakeholder while promoting long-term value creation.



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