

# ESKER® **Impact Awards**

## **2024 Winner Success Stories**

Dive into the stories of Esker's award-winning Source-to-Pay suite customers in Australia and New Zealand. They transformed their business for the better, making life easier for 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!**





# Best Results

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**The best-in-class performers!**

**Outstanding productivity gains, greater customer satisfaction, improvement in supplier relationships, enhanced 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 goes to those customers that achieved the most outstanding results since implementing Esker's solutions.**





Source-to-Pay

Located in Tasmania, Huon Aquaculture is a leader in the Australian food industry, providing premium seafood products to both domestic and international markets. Founded in 1986, Huon has grown to become the second largest salmon producer in the state, producing 25,000 tonnes of salmon annually.

## Challenge

Huon faced inefficiencies and a lack of control in their procurement processes, leading to delays and operational challenges. The manual handling of 35,000 to 40,000 invoices annually added significant complexity, making it difficult to streamline workflows and ensure transparency. Additionally, the lack of integration and visibility across procurement and payment processes created bottlenecks, impacting efficiency and supplier relationships.

## Solution

Huon implemented the Esker Procure-to-Pay solution suite to automate and streamline procurement and payment workflows, offering improved visibility and control across the entire process. With the dedication and commitment of Huon's Accounts and Finance teams and supported by Esker's expert implementation team, the solutions were successfully deployed company-wide.

## Benefits

- Achieved a 40% improvement in productivity
- Streamlined the processing of 35,000 to 40,000 invoices annually
- Improved purchasing workflows, enhancing overall business and supplier returns
- Strengthened efficiency and control across the organisation

# Best Results

ANZ 2024

■ ■ ■ "The Esker solution  
■ ■ ■ has revolutionised our  
■ ■ ■ efficiency and control.  
With a 40% productivity  
improvement, processing  
35,000 to 40,000 invoices  
a year, we're setting new  
standards for success!"

## Krystal Woolley

Administrative Manager, & Sankaja  
Gunawardana, Business Analyst,  
Huon Aquaculture



# Biggest Champion

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## **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!**



Haigh's Chocolates is a renowned Australian chocolatier known for its high-quality, handcrafted chocolates. Established in 1915, the company has built a legacy of excellence in the chocolate industry.

## Challenge

Before Esker, the AP team struggled with a heavily manual process that required significant time and effort to manage high volumes of invoices - an average of 1,000 per month. The lack of automation led to inefficiencies, delays and occasional errors, making it difficult to ensure timely approvals and compliance with delegations of permissions.

## Solution

Esker's AI-powered platform offered the perfect solution, enabling real-time access to data through its dashboards and providing mobile approval capabilities with Esker Anywhere™. The mobile app allows cost centre owners across Australia to approve invoices on-the-go, eliminating bottlenecks and speeding up approval times.

## Benefits

- Streamlined AP workflows, reducing manual effort and ensuring quicker invoice processing
- Improved transparency and visibility, offering better reporting capabilities
- Moves towards a paper-light future, aligning with sustainability goals while maintaining compliance
- Boosted confidence in the accuracy and efficiency of the AP process

# Biggest Champion

ANZ 2024

“Implementing Esker has been a milestone for Haigh's Chocolates. The real-time data, mobile approval capabilities, and efficiency gains have significantly improved how we manage accounts payable. A huge thank you to the Esker team for their invaluable support throughout the process.”

**Paula Ruxton**  
Head of Finance,  
Haigh's Chocolates



# 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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