



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.

Discover the stories of these inspiring professionals!





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!



Order Management
Accounts Payable
Purchasing

The Viega Group, with a tradition of innovation for 120 years, is among the leading manufacturers of pipefitting installation technology. Viega is the recognised leader in press technology, providing complete systems that work together with consistent, reliable excellence. Whatever the project, Viega offers a system solution that is engineered and easy to install.

Challenge

In 2016, Viega relocated its U.S. corporate headquarters. With annual double-digit growth, order volumes, incoming invoices, and PO requests were rising faster than the company could hire and train new people. As a company whose mission is founded in and driven by quality, addressing the issues bred from manual practices was essential for Viega.

Solution

Viega first utilised Esker's Order Management solution to assist in handling higher order volumes in a streamlined fashion. After this initial success, they expanded to utilising Esker's Accounts Payable and Purchasing solutions. Utilising Esker for multiple business automation solutions, Viega is confident they are able to keep up with their growing business.

Benefits

- Processing 90% of orders electronically with Esker, EDI & VMI
- Processing all external invoices and payment requests through Esker
- Significant time savings by eliminating manual data entry, automating approval workflows, and reducing processing time in all three areas

ADVOCATE OF THE YEAR US 2022

“We value the relationship and the business partnership we’ve built with Esker and we appreciate the opportunity to make a positive impact on Esker’s business relationships.”



Lisa St. Aubin
Director, Treasury & Risk,
Viega LLC

Damm

Claims & Deductions

Founded in 1876, the Damm brewery currently sells over 25 brands of beverages. In 1999 it began to diversify its business, which today includes waters, soft drinks and catering as well as distribution and logistics.

Challenge

Damm has embarked on a full-scale, company-wide digital transformation project, and the order-to-cash cycle was one of the early targets to tackle. Eliminating manual tasks and ensuring that all accounts were accurate were priorities for Damm.

Solution

Esker's Order Management solution was implemented in 2021, with the Claims & Deductions solution to be launched in 2023. The double impact of these two solutions working together results in the seamless processing of customer invoices and deduction claims as well as straightforward payment allocation.

Benefits

- At the user level, Damm saw a significant reduction of manual tasks, shorter resolution times & greater operations transparency
- At the financial level, Damm was able to expedite collections, automatically deduct VAT, correctly allocate expenses & archive according to category
- Obtaining visibility over the entire process/knowing where an invoice is as well as its status

ADVOCATE OF THE YEAR *Spain 2022*

“We are excited to be tackling the automation project with Esker. It has made our daily work life a lot easier. We love collaborating with the Esker teams and look forward to working together on future projects.”



Alexy Sánchez
Customer Service & Credit
Manager, Damm



For over 50 years, Risi has specialised in the manufacture of snacks, chips, cookies and candies. Risi chose Esker to accompany the business in the evolution of the Customer Service department by automating order, delivery note and deduction claims processing.

Challenge

After successfully implementing Esker's Order Management solution, Risi wanted to continue on the path of improving its sales cycle processes. In 2022, the decision was made to automate the management of customer deduction claims, as only three people were handling the nearly 5,500 incoming documents per year.

Solution

A new Back Office Team was created for billing and deductions claims management, and one of their responsibilities includes the categorisation of incoming documents. These are divided into off-invoice charges on the one hand and volume discounts and price or quantity differences on the other.

Benefits

- Dashboards enabling the status & tracking of deductions in real time
- Full visibility over incoming documents
- Ability to easily dispute deduction claims, increasing revenue
- Better supply chain management

ADVOCATE OF THE YEAR *Spain 2022*

“We now have the ability to classify, manage and dispute deduction claims, which has a positive financial impact. I would like to thank my team for their effort and dedication on this project, and also thank you to Esker, because it is a pleasure to work with them.”



Javier Paniagua
Director of Technology
and Projects, Risi



UPSA is a pharmaceutical laboratory with its headquarters based in Rueil-Malmaison, France. Half of the company's €375M revenue is generated by its locations in 60 countries worldwide.

Challenge

Recently acquired by Taisho, a Japanese company, UPSA needed a solution that would be useable for all its locations globally. The digitisation process required a solution that would successfully integrate order management and AP with the SAP® ERP.

Solution

Esker was able to build both the Order Management and Accounts Payable solutions within the same timeframe that it took UPSA to implement the SAP ERP. The key to the successful project was both Esker's experience with other life sciences companies as well as the Agile methodology for the implementation process.

Benefits

- Equipped the Supplier Management, Invoicing and Accounts Payable teams with the flexibility to engage in higher-value tasks
- Decreased number of inquiries from suppliers by offering a self-service portal
- Improved vendor relationships by being able to provide more accurate information



ADVOCATE OF THE YEAR

France 2022

“It is a delightful harmony when doing and saying go together” (Michel de Montaigne) – The collaboration between Esker and USPA is a perfect example.”



Yannick Morel
Associate Director, Global
Order to Cash, UPSA



Procure-to-Pay

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 suite was completed remotely in 2020 and 2021. Driven by touchless processing, electronic workflow management and reporting capabilities, Esker's solution not only transformed how the AP team run their day-to-day operations but has also provided the much-needed visibility into invoice statuses, DPO and other financial metrics.

Benefits

- Increased visibility & control
- Improved reporting capabilities
- Improved DPO from 20 to 10
- Reduced response time for vendor queries by 30%



ADVOCATE OF THE YEAR

Australia 2022

“I continue to receive a lot of positive feedback. Our invoice approval times have significantly improved since implementing Esker – from five minutes to less than 20 seconds.”



Melissa Xuereb

Finance Systems
Manager, Are Media

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. The highly manual cash application process not only impacted team productivity, efficiency, and morale, but also resulted in inaccurate customer accounts.

Solution

Esker's Cash Application solution was implemented in 2021 to help Fletcher Steel gain full visibility on allocated cash. Esker automated every step of the cash allocation process – from the remittance capture to the reconciliation of matched invoices into the ERP – not only optimising the allocation of the incoming cash but also downstream processes such as collections.

Benefits

- Decreased unallocated payments by 30%
- Sped up remittance processing time by 95%
- Reduced processing time by 40%
- Freed up team members for other tasks
- Increased staff well-being



ADVOCATE OF THE YEAR

Australia 2022

- ▪ ▪ “Esker has significantly
- ▪ ▪ reduced processing time for
- ▪ ▪ large remittances with 800+
- ▪ ▪ line items from 2+ hours to
- ▪ ▪ mere minutes.”



Mozima Mohammed
National Credit Manager,
Fletcher Steel



Cash Application

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 consistently became 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 to meet for the respective processing teams as the business units use different ERPs.

Solution

Fletcher Building implemented Esker's Cash Application Solution across four business units, starting with the first project towards the end of 2020. Since implementation, each business unit has reported impressive benefits, 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
- Esker Synergy AI increased efficiency & significant reduction in processing time (50%)
- Significant reduction of unallocated payments at end-of-month
- Support of downstream positive-sum growth benefits for customer account queries & accuracy



- ▪ ▪ “Working with the Esker
- ▪ ▪ team over the past couple
- ▪ ▪ of years has been a great
- ▪ ▪ experience. Often there are
- ▪ ▪ challenges with bringing on
- ▪ ▪ new solutions and the Esker
- ▪ ▪ team were exceptional in the
- ▪ ▪ way they supported Fletcher
- ▪ ▪ Building. Our business is
- ▪ ▪ complex and partnering with
- ▪ ▪ a great vendor makes all the
- ▪ ▪ difference. I look forward
- ▪ ▪ to working with the team
- ▪ ▪ moving forward.”

Michael Hope
Project Manager, Fletcher Building



Accounts Payable

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

Business growth was stretching the existing manual, paper-based accounts payable processes to the limit. Tracing and printing invoices, filing and archiving, and finally getting authorisation and approval – it all took an incredible amount of time and effort for the team to stay on top of a large volume of invoices.

Solution

Since implementation of Esker's Accounts Payable automation solution, FUCHS Lubricants (Australasia) has seen a number of significant benefits, both operationally and strategically. Real-time view of invoice processing, solution ease-of-use and time saved allowed the team to focus on high-value tasks, resulting in better employee morale and happier suppliers.

Benefits

- Increased visibility & control
- Zero risk of losing invoices
- Improved invoice processing time
- Saved 10,000 printed pages each year

ADVOCATE OF THE YEAR *Australia 2022*

“During the COVID-19 pandemic, I was going home with boxes of invoices to process and then bring those back to the office for filing. It was a nightmare. Thanks to Esker, we realised we could process invoices from anywhere and no longer have to carry boxes of invoices. Esker was godsend really!”



Jacqui Kemp
Accounts Payable
Supervisor



Tecres was founded in Sommacampagna, Italy in 1981 and produces bone cement and acrylic resins for orthopaedics, vertebral augmentation and cranioplasty. Its wide range of products and solutions are designed to improve the lives of people all over the world by offering solutions that provide freedom of movement and independence.

Challenge

The goals of reducing paper and creating more interdepartmental collaboration prompted Tecres to start the search for an automation solution for its accounts payable process in 2016. Since all of the processes were managed manually and the workflows were somewhat unstructured, the company had very little visibility over data and deadlines.

Solution

Seamlessly integrating into Tecres' ERP, Esker's Accounts Payable solution enables the management of the entire AP process from one unified platform. The step-by-step solution implementation made for an easy transition to a paperless process and now allows the finance department to focus on higher-value activities.

Benefits

- Better control over costs
- Simplified invoice approval process
- Created opportunities for proactive management
- Reduced errors significantly
- Increased data accuracy



“Esker was the perfect solution and resolved the issues in our AP process. It enabled us to analyse our processes and to identify flaws in our processes. Solution implementation was really simple, as well: right with go-live we started seeing benefits.”

Luca Farinazzo
Finance Controlling and Administration,
Tecres

As a recycling pioneer, Schneider Umweltservice is always looking for innovative and ever more environmentally friendly solutions. With its nearly 350 employees, state-of-the-art technologies and specialists, Schneider Umweltservice is on a mission to return as much as possible back to the material cycle.

Challenge

Many manual processes prevailed in the Accounting department, which meant that incoming invoices were entered into the ERP by hand. If they were received by email, they had to be printed out beforehand and scanned. The goal was to digitalise and automate this process with a modern and sustainable solution.

Solution

With Esker's Accounts Payable the processes were streamlined and optimised. A particular case was the requirement to issue and process QR codes for invoices from Switzerland, which contain all invoicing information. Esker was able to accommodate this special case.

Benefits

- Maintaining compliance with Swiss invoicing laws
- Customisation of Esker's solution to accommodate special requirements
- Processing of approximately 1,300 invoices per month
- Elimination of manual and paper-based processes



ADVOCATE OF THE YEAR *Germany 2022*

■ ■ ■ ■ "The cooperation with Esker
■ ■ ■ ■ was very positive. We were
■ ■ ■ ■ able to go live on schedule
■ ■ ■ ■ and, thanks to the regular
■ ■ ■ ■ consultations, we were
■ ■ ■ ■ able to further adapt and
■ ■ ■ ■ optimise the solution, even
■ ■ ■ ■ after go-live. Today, we are
■ ■ ■ ■ able to process about 1,300
■ ■ ■ ■ invoices per month via
■ ■ ■ ■ Esker."



Stefan Flory
Manager ICT / Projects /
Environment, Schneider
Umweltservice AG



Procure-to-Pay

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

Swinburne's global campus in Sarawak, Malaysia, was looking for ways to improve its procure-to-pay operations and, correspondingly, its vendor relationships. Many of the processes were manual and paper-based, made even more complex by multiple cost centres.

Solution

Implementing Esker's user-friendly platform instantly accelerated the P2P process and invoice approval flows. This opened up time for the staff to handle higher-value tasks. Swinburne Sarawak's suppliers can now submit invoices, track their status and make any changes to their vendor profile directly on the Supplier Portal.

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

ADVOCATE OF THE YEAR *Asia 2022*

■ ■ ■ ■ "Esker's great product, ecosystem, and diverse resources such as Esker University and All Access Hub enable us to engage with the online community and support teams globally. This allows us to better understand the product, share opinions and solve problems."



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

HILLARYS

You'll love what we do

Accounts Payable

Hillarys is the UK's market leader in made-to-measure window coverings: blinds, curtains, shutters and awnings. It has been supplying and fitting blinds since 1971. The company sought to improve its supplier invoicing process, which was time-consuming, difficult to control and could unwittingly strain supplier relationships.

Challenge

The AP team was manually keying in 50,000 invoices a year into SAP, copying invoices to send for approval via internal post, printing and archiving in filing cabinets. Hillarys wanted a scalable solution that would allow for growth and one that made it easy for their suppliers so that both PO and non-PO invoices could be processed automatically.

Solution

Since implementing Esker's Accounts Payable solution, the AP team has been able to focus on value-added tasks - reporting, identifying pain points, resolving supplier issues and capturing additional early payment discounts. Clear, colour-coded dashboards give the team visibility of all invoices and the ability to create their own reports. Electronic approval via the Esker Anywhere™ application is a key benefit of authorising signatories.

Benefits

- Over 95% of invoices come in digitally via email & XML
- Greater visibility & prioritisation with customisable dashboards
- Reduced invoice approval from hours to seconds
- Esker Anywhere Mobile™ app for on-the-go approvals
- Improved supplier relationships
- Easy onboarding of new users

ADVOCATE OF THE YEAR UK 2022

“The team now adds a lot of value in terms of AP rather than just processing invoices, which was very time-consuming. They are now working with our suppliers more and our budget holders more too.”



Julian Bond
Head of ICT, Hillarys



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.



Accord Healthcare is a multinational pharmaceutical company specialising in the research, development and commercialisation of generic and biosimilar medicines. The company's average annual growth is 4%, with a total of 73K orders processed in the last year. Esker has accompanied the Spanish subsidiary in its growth since 2016.

Challenge

During the COVID-19 pandemic, Accord Healthcare's Customer Service team was receiving up to 100 orders more per day than usual, creating bottlenecks in the processing. The goal was to make order processing more efficient and also improve customer satisfaction by sending automated responses containing the order information.

Solution

With Esker's Order Management solution, Accord Healthcare's team can now process all orders without increasing costs, even in peak periods. Customers now receive automated responses that confirm order reception, a recap of the order and status updates in real time, including transport and delivery time information.

Benefits

- Increased customer satisfaction with real-time delivery information
- 4% annual increase in order processing ability to absorb unexpected peaks
- Improved collaboration with the Back Office, which can now check prices & specific conditions



“With the automatic issuance of order status information, customer satisfaction has increased. The Customer Service team is happy as well, because there are fewer calls requesting information.”



Mª Carmen Cano
Customer Service Manager,
Accord Healthcare



Order Management

For over 50 years, Risi has specialised in the manufacture of snacks, chips, cookies and candies. Risi chose Esker to accompany the business in the evolution of the Customer Service department by automating order, delivery note and deduction claims processing.

Challenge

The company's goal was to improve the integration of systems in order to obtain better data quality and efficient workflows. Communications with customers was to be improved and the entry of poorly printed hardcopy delivery notes automated.

Solution

Esker's Order Management solution was implemented in March 2021. Since then, all orders and delivery notes, which are received in a variety of formats (fax, email and EDI) and arrive from different sales channels (Impulse, Food and Convenience) are captured automatically.

Benefits

- Reduction of processing time per order from 10 to 2 minutes
- Elimination of errors due to manual data entry
- Improved employee & customer satisfaction
- Visibility over all orders by including EDI capabilities
- Better analytics provide deviation control & ability for real-time intervention

BEST RESULTS

Spain 2022

■ ■ ■ ■ "Our Customer Service staff is much happier now, their work has more visibility, brings added value to the whole operation and is much more accurate. Our customers are also satisfied because lead times are reduced and reliability is increased."



Jorge Calvo Gutiérrez
Customer Service Director, RISI



Manutan, a French company and European leader in B2B industrial equipment and supplies distribution has over 50 years of experience. The company is present in 17 countries with more than 2000 employees serving 1M customers in France.

Challenge

Manutan planned to double the number of references on its e-commerce site within three years to pass the million mark. This ambitious project would impact the entire supply chain, particularly the Accounting department, which expected an increase in supplier invoices from 200,000 to 600,000 per year.

Solution

After a pilot project in France and the Netherlands, Esker's AP and Procurement solutions were implemented in Manutan's Belgium, Switzerland, Germany, Portugal, England and Spain subsidiaries. Today, 80% of supplier invoices are received by email, and Esker's Microsoft Dynamics ERP integration enables Manutan to process all supplier touchlessly.

Benefits

- Faster processing of higher invoice volumes without adding headcount
- Teams can now be redirected to higher-value tasks
- Positions the Finance department as a vanguard of Manutan's digitalisation process
- Improves supplier relationships by reducing payment delays and disputes



BEST RESULTS

France 2022

■ ■ ■ ■ "Esker is helping us improve
■ ■ ■ ■ our relationships with both
■ ■ ■ ■ our suppliers and our teams
■ ■ ■ ■ internally. By introducing
■ ■ ■ ■ automation, we have
■ ■ ■ ■ gained efficiency and a 65%
■ ■ ■ ■ touchless rate for supplier
■ ■ ■ ■ invoices. Additionally, the
■ ■ ■ ■ company's operations
■ ■ ■ ■ have been restructured to
■ ■ ■ ■ support its growth."



Evelyne Mercier
Finance Director, Manutan

Brunel

Accounts Payable

With over 120 offices and more than 12,000 specialists around the world, Brunel delivers skilled talent and workforce solutions that transform global projects in the Life Sciences, Renewable Energy, Oil and Gas, Infrastructure, Future Mobility and Mining industries.

Challenge

Prior to automation, Brunel relied on manual processes – printing invoices and entering data into the ERP, chasing for approvals, managing mailboxes and filing documents. Brunel's objective was to find a solution that could provide instant visibility into the status of invoices so that they would be able to respond to supplier queries quicker, improve productivity and accelerate invoice processing times.

Solution

Ever since Brunel has implemented Esker's Accounts Payable Solution, Brunel has reported many noticeable improvements, ranging from greater visibility into the status of every invoice to shorter invoice processing times. Productivity has increased and supplier relationships are improved. Brunel's environmental impact has also been reduced due to the paperless approach.

Benefits

- Reduced invoice processing time by as much as 60%
- Improved invoice visibility
- Increased productivity and staff morale
- Improved supplier relationships
- Accountability and easier invoice approvals
- Paperless AP approach



Australia 2022

“We’ve managed to reduce our invoice processing times by as much as 60% as we are no longer receipting, printing and keying much of the information into our ERP. We’ve enjoyed the benefits of Esker so much that the recommendation has been made to extend the solution to other entities around the world.”



Andre Giles
Finance Director
Australasia, Brunel



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 simple, transparent, and a value-added function to their clients' business. Everyone at the company is working hard to becoming a leading provider of innovative and cost-effective supply chain solutions.

Challenge

Improving the customer experience and workload management, and achieving visibility over the accounts receivable (AR) processes became a high priority for Whale Logistics. The company set out to find an automation solution that would yield visibility along with offering strong reporting features to assist in understanding and reducing business costs for a rapidly growing business.

Solution

Esker's Collections Management solution was the perfect fit for Whale Logistics by removing frictions caused by manual AR processes. Leveraging Esker's AI-driven collections management system, the AR Officer can now see exactly how many collections calls need to be made every day. By making all pertinent information available 24/7 to customers, Esker customer portal has improved communication greatly and reduced response times and increased customer satisfaction.

Benefits

- Collection Effectiveness Index (CEI) and Days Sales Outstanding (DSO) improved by 30%
- Overdue ratio reduced by 35%
- Customer issues resolved within 24 hours
- Over 90% accuracy in collections forecast



“Esker’s solution provides our staff with a sense of achievement; they are also now able to connect with clients on a human scale rather than just discussing tasks.”



Elaine Huang
Financial Controller,
Whale Logistics



Heineken is a well-known brewery brand present in 70 countries around the world, with 165 production sites and over 170 beer brands. Since entering the Italian market in 1974, it now operates four breweries across the country.

Challenge

Heineken's primary goal was to digitalise and simplify internal processes and to obtain an optimised and touchless customer order process. For a company operating in the Food and Beverage sector it is especially important to take a data-driven approach to customer orders, so that it can gather insights and plan correctly.

Solution

Esker's Order Management solution convinced Heineken with its user-friendly, unified platform that offers flexibility and seamless integration with other applications. Esker Synergy AI identifies and routes orders to the appropriate queue for automatic processing as well as order creation in the ERP.

Benefits

- Increased automation rate by 45% in 2-year period
- Enhanced workflows: in two years automation rate has increased from 59% to 85%
- Decreased errors
- Reduced workload & stress during busy periods



“Esker offers a comprehensive solution that automates every phase of order management – from reception of an order to sending a shipping notice, through its creation in the ERP system. It replaces the need for human data entry and helps employees in enhancing their relationship with clients.”

Claudio Moioli
Customer Service Manager, Heineken Italia



Misumi is a global manufacturer and distributor of industrial supply parts with a worldwide engineering and supply chain service. Products include Misumi's own brand, as well as more than 900 third-party brands, for a total of 20 million components, with associated CAD data offered by Misumi as a one-stop shop.

Challenge

An accounts payable solution was already in use, but it was cumbersome to use and partly incompatible with the interfaces. Additionally, the number of intercompany invoices had increased drastically. With up to 1,400 intercompany invoices per month and up to 2,500 line items per invoice, this process was due for optimisation.

Solution

Through close cooperation between Misumi and Esker, an internal workaround was created that bypasses the line item limitations in SAP. A lot of time was invested in creating a testing environment to optimise processes.

Benefits

- Up to 2,200 invoices processed per month
- Monotonous and repetitive tasks eliminated
- Increased employee satisfaction due to more analytical tasks
- Streamlined invoice approvals



Germany 2022

“At the end of the day, business processes are always highly specific, and I am happy with how the Accounts Payable solution was implemented by Esker’s international project team.”



Isabel Steidle
Accounting Director,
MISUMI Europa GmbH



IOI PROPERTIES

Procure-to-Pay

IOI Properties Group Berhad (IOIPG) is an award-winning, top-ten property developer in Malaysia with more than four decades in the property development industry. IOIPG's three core business segments comprise property development, property investments, and hospitality and leisure across Malaysia, Singapore and Xiamen, People's Republic of China (PRC).

Challenge

Prior to the implementation of Esker, the workflow was a mainly manual and paper-intensive process. The timeline of payment processing, from sourcing to the release of the payment, was long. Additionally, manual processes are prone to errors and lagging progress.

Solution

With the implementation Esker's Procure-to-Pay solution suite, IOIPG has digitalised invoices and contract claims, saving both paper and time on printing hard copies — previously a minimum of 60,000 pages annually. By eliminating manual processes and document archiving, users can now search for invoices and documents company-wide via Esker — anytime and anywhere.

Benefits

- IOIPG implemented Esker in May 2020 for approximately 130 accounting entities and went live in July 2020. As of today, IOIPG has extended this solution to 162 accounting entities.
- Digitalised invoices and contract claims to save on printing of hard copies (minimum of 60,000 pages annually).
- Increased visibility of invoices or claims status to provide better management of cash flow and enhanced the monthly financial closing process.
- Enables users to search for invoices and view documents across the organization via Esker, anytime and anywhere.
- Eliminates manual payment processes and hardcopy document archiving.



BEST RESULTS

Asia 2022

■ ■ ■ ■ "With Esker, we have a full
■ ■ ■ ■ overview of the process
■ ■ ■ ■ flow from the start of the
■ ■ ■ ■ submission of the invoice
to the end of the payment
process. We immediately
saw savings in terms of
renting storage space as
well as a better audit trail
for dealing with our year-
end audit."



Michelle Shen Yan Chao
Group Financial Controller, IOI
Properties Group Berhad



Stelrad is the UK's number one radiator manufacturer, producing over 2.5 million radiators per year for homes and industry in the UK and Ireland. The company recognised the need to improve its order management to support future growth and required a solution that integrated seamlessly with its current SAP® ERP system.

Challenge

The previous system was very manual, with all orders printed and entered into SAP® by hand by the Customer Service (CS) team. Orders then needed checking before processing. This was very time consuming, labour-intensive and prone to errors.

Solution

Esker's Order Management solution has helped the team simplify previously laborious tasks, enabling them to concentrate on customer calls and queries. The team's motivation has increased immeasurably due to Esker's ease-of-use, the clear dashboards, accurate reporting, and KPI analytics. The team continues to work with their customers to standardise the ordering process and to further augment the touchless processing rate. Greater accuracy and speed have led to improved customer relationships.

Benefits

- 64% of orders now processed as touchless
- Reduced average order entry time from several minutes to 55 seconds per order
- Increased employee motivation
- Decreased errors and customer complaints
- Improved customer relationships



“Since implementing Esker, our customer orders are getting processed quicker and more accurately, and our customers are getting a greater experience from Stelrad. The team are more motivated and have been freed up to perform other customer service roles.”



Cherie Bradford
Customer Service
Manager, Stelrad



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!



Videojet Technologies, founded in 1966 and headquartered in Wood Dale, Illinois, is a company that focuses on the product identification market and provides in-line printing, coding, and marking products, application-specific fluids, and product lifecycle services.

Challenge

Videojet's previous email process was managed in an Outlook shared mailbox on a FIFO basis, with no visual management, ability to track who processed the email and limited reporting options. Receiving an average of 12,500 emails per month, about 35% of which are price quotes or orders, the balance are inquiries. Moving to an automated system with detailed reporting and visual management was crucial for process improvements.

Solution

Videojet Technologies chose Esker's Order Management solution to assist in order processing efficiency, both with faxed and emailed orders. They knew they needed a solution that was able to learn their top customers and continually improve the order accuracy, and Esker was able to deliver.

Benefits

- Processing between 4,000 - 4,500 orders per month in Esker
- Average data entry time is just under two minutes
- Have been able to achieve a 14% touchless rate and have plans to increase this to hit their goal of 25%



“I am humbled to have been selected to receive the Biggest Champion award. It’s an honour to have my awards and accomplishments recognized by the Esker team.”

Bryant Escobar
Customer Care Specialist, Videojet Technologies

Damm

Order Management

Founded in 1876, the Damm brewery currently sells over 25 brands of beverages. In 1999 it began to diversify its business, which today includes waters, soft drinks and catering as well as distribution and logistics.

Challenge

46% of orders come in over many different channels, such as email, fax, phone and sometimes even WhatsApp. In total, there are currently around 750 customers that account for about 32,000 orders per year. Manually handling these orders made it difficult to ensure customer satisfaction.

Solution

By connecting SAP with Esker's Order Management solution, the team obtained many additional functionalities. This ensured a clean order entry, since Damm receives many large and complex orders. Esker Anywhere™ enables hospitality customers to submit "beer drive" orders with a single click.

Benefits

- Reduced order processing time from 8 to 1 minutes
- Created an efficient supply chain
- Improved customer satisfaction
- Provided organisational flexibility & stress reduction
- Decreased need for paper & archive space

BIGGEST CHAMPION *Spain 2022*

■ ■ ■ ■ **"As soon as Esker was implemented I saw a radical change in my daily work, and it was positive. The processing times improved a lot and I can now manage my orders and perform other tasks, which was previously unthinkable. Esker has changed my life!!!"**



Silvia Navarro
Front Office Agent, Damm



Takeda is an international biopharmaceutical company focused on patient care. Takeda began operations in 1781 with the sale of traditional medicines in Osaka, Japan, and has been supplying pharmaceuticals for over 240 years. Driven by its R&D, Takeda is committed to providing better health and a better future for people.

Challenge

One of Takeda's main concerns revolve around security and correct archiving. The company was looking for a solution that could be rapidly integrated and easily connect to its ERP. One of the biggest challenges was that an incorrectly recorded order could result in fines of thousands of euros, so the control and review processes had to be very precise.

Solution

A reliable solution was quickly found and implemented: Esker's Order Management solution integrates seamlessly with Takeda's ERP. This enables email and fax order reception and processing directly in Esker's solution.

Benefits

- Reduction of processing time from 5 minutes to 40 seconds
- 74% of orders automatically processed
- Better price & quantity controls: Incorrect or imprecise orders are halted, checked & either validated or rejected
- Decrease of erroneous orders with quantity anomalies
- Calculation of taxes at the line level
- Direct access to the Esker order from the ERP



“Starting to work with Esker was a decision made on the local level by Takeda Spain. It has turned out to be a success and has returned even greater benefits than expected. Now, as pioneers, we are exporting this solution to other subsidiaries, making Esker one of our most important partners.”



Maria José Ruiz
Customer Service Lead, Takeda

Laminex®

Cash Application

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

Receiving between 200 and 700 payments per day, the Banking Team had heavy workloads. The 100% manual processes made for very long workdays, especially at month-end, when payment allocation was the priority task. EFT bulk payments and complex remittance advice processing with hundreds of lines were the catalyst for Laminex to search for a solution that could automate the daily tasks for the team.

Solution

In 2021, Laminex Australia implemented Esker's Cash Application solution, immediately benefiting from Esker Synergy AI to automate daily remittance advice processing. The time to allocate payments has reduced from 8-10 hours to only 4-6 hours, boosting the team's well-being by leaving more time for higher-value tasks.

Benefits

- Up to 65% reduction in processing time
- 95% decrease of unallocated cash at month-end
- 74% of auto-allocation objective achieved by 6-month mark



- ▪ ▪ **“One significant change**
- ▪ ▪ **since implementing Esker’s**
- ▪ ▪ **solution 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



Accounts Payable
Accounts Receivable
Expense Management

The Space Cinema is part of the Vue International Group, which operates in 227 movie theatres across nine countries, comprising 1,990 screens. The Space Cinema is a leading movie theatre operator in Italy employing over 700 people at its 36 multiplex cinemas.

Challenge

All of The Space Cinema's accounts payable and accounts receivable processes were previously handled manually. All of those paper-based processes slowed the Accounting department down considerably and caused a stressful work environment. Corporate acquisitions only added to the pressure but initiated the realisation that the company needed to review its processes and find a way to centralise all information.

Solution

The Space Cinema's digital transformation was accomplished in three phases. In 2011, the company implemented Esker's on-premise Accounts Payable solution to achieve greater visibility of its supplier invoicing process, before moving to a cloud model in 2021. Based on the success of the first project, the company introduced Esker's Accounts Receivable solution in 2018, and added Esker's Expense Management solution in 2021.

Benefits

- Ease-of-use with on a unified platform
- High-level support by Esker provides security & reliability
- Increased employee motivation & workplace satisfaction



“What makes a winning project? The people! Esker's team understood our needs and strengths and turned them into a well-working solution. We can't get enough of Esker over here!”

Sonia Benzi
CIO, The Space Cinema

Chubb

Accounts Payable

Chubb is one of the best-known providers of fire safety and security solutions for businesses and organisations world-wide. For over 200 years, Chubb's mission has been to make the world a more secure place by protecting customers with essential safety systems, equipment and services.

Challenge

Chubb has already implemented Esker's Accounts Payable solution for the German subsidiary in Hamburg. As this has been very successful, Chubb wanted to create cross-company synergy effects and decided – together with Chubb's colleagues from the UK – to roll out Esker's AP solution for their subsidiary as well.

Solution

At Chubb, invoice approvers have additional responsibilities in their job. Therefore, Esker's solution was individualised insofar as the ability to load and save assignment templates had to be made available for approvers as well. Moreover, invoices with other currencies than GBP could not have been processed in Chubb's ERP. Hence, the solution's approach on how to calculate exchange rates has been adjusted.

Benefits

- Processing of 200+ invoices per month in the UK
- Creation of a solid and optimised workflow
- Enabling foreign currencies to be processed
- Individual requirements for invoice approvers have been realised



■ ■ ■ ■ “Since Esker’s accounts payable solution for our German subsidiary has been a very good success, we decided to roll out the solution for the UK as well.”



Pravin Bhatnagar
Solution Architect, Chubb
Deutschland GmbH



Procure-to-Pay

Astro Malaysia Holdings Berhad (Astro) is Malaysia's leading content and entertainment company, serving 5.5 million homes or 69% of Malaysian TV households, 8,900 enterprises, 17.7 million weekly listeners across FM and online, 8.4 million digital monthly unique visitors and 3.3 million shoppers across its TV, radio, digital and commerce platforms.

Challenge

Astro Malaysia Holdings Berhad was facing challenges in streamlining and simplifying its invoice management effectively. With Esker's Procure-to-Pay solution, this enables Astro to eliminate paper invoices and simplify approval workflows for faster delivery and greater efficiency.

Solution

Astro Malaysia Holdings Berhad upgraded from Esker's on-premise solution to the cloud-based Procure-to-Pay solution suite. The company can now take advantage of many new functionalities, such as the vendor portal dashboard and on-the-go approvals with Esker Anywhere™. Today, 50% of Astro's invoices are submitted through the vendor portal.

Benefits

- 50% of the invoices are submitted through the vendor portal
- Streamlined the communications flow between Astro's AP team and their vendors
- Shortened invoice processing time with Esker Anywhere™
- Improved visibility with customisable dashboards
- Ability to easily create customisable reports



■ ■ ■ ■ "Since the introduction of the vendor portal, around 50% of invoices are submitted through the portal. With this, our vendor can check their invoice status without having to call in or write in to our AP team."

Lim Lee Chin

Assistant Vice President, Business Analyst,
SAP & Process Enhancement, Astro
Malaysia Holdings Berhad

Novuna Business Cash Flow provides its clients with innovative financial solutions and outstanding customer experience to help them succeed. Invoice finance is a cash flow facility when a company's unpaid invoices are leveraged to quickly release cash that a business is owed, reducing the usual payment periods.

Challenge

With a large diversity of clients there is an immense amount of data to capture in different formats, so the collections management team was looking for a flexible solution that would facilitate reporting for clients and allowed for unlimited user access.

Solution

All communications with clients are centralised within Esker's Collections Management solution. The solution also separates calls to be made into critical, high and low categories, which allows the team to be more self-sufficient and make better credit decisions.

Benefits

- Excellent KPI analytics
- Immense boost in team morale
- In-system messaging provides full audit trail
- Ease of solution navigation, workload distribution & case escalation
- Customisable filters



“We’re very pleased to say that Esker delivered on all counts. We are proud to be recognised as one of your biggest champions. It’s been a great success for us, and we’re really grateful for the work you’ve done.”



James Burr
Head of Change, Novuna
Business Cash Flow



OTHER RECOGNITIONS

Our Spotlight, Best Project and CX Explorer awards recognise outstanding achievements, including: the successful implementation of an innovative or challenging project, continuous improvement of the use of the Esker solution thanks to collaborating with our CX team, proactive promotion of the use of Esker within an organisation, and more!



Ferrer is a pharmaceutical company with the goal of generating a positive impact on society by meeting highest standards of social and environmental performance, transparency and corporate responsibility. Ferrer's transformative therapeutic solutions and products are available in over 100 countries.

Challenge

Ferrer's Customer Service team was seeking a tool that would eliminate manual tasks such as data entry from the customer order process. The goal was to gain better efficiency to free up time for higher-value tasks.

Solution

Since mid-2021, Ferrer has been using Esker's Order Management solution to handle the more than 20,000 annual orders received by fax, email and EDI. By streamlining the order management process, the CS team not only saves time, but was also able to optimise distribution by reducing error rates with automatic duplicate detection.

Benefits

- Fast user uptake due to easy-to-use solution
- Reduction of errors for validated orders
- Automatic detection of duplicate orders
- Automatic generation of unit orders from multiple email attachments
- Reduced handling time per order
- Global visibility on customer orders & ability to filter by product type



“Esker offers a way to achieve sustainable growth, both in terms of environmental and human well-being.”

Customer Service Team
Ferrer



Grupo Lactalis Iberia is part of the French Lactalis Group, a supplier of dairy products, active on five continents in every step of the supply chain: from dairy farms and product processing to distribution. With 15 independently operating locales in Spain and four in Portugal, the company's products can be found in neighbourhood stores, large supermarkets and the hospitality industry.

Challenge

The automation of non-EDI orders was begun in 2021 for three of the Lactalis Iberia companies: Lactalis Forlasa, Lactalis Puleva and Lactalis Nestlé. The objective was to unify the processes of these three companies, while maintaining the particularities of each subsidiary.

Solution

With Esker's Order Management solution the company was able to automatically capture and integrate the non-EDI customer orders into SAP. This comes to about 4,500 orders monthly for all three companies. These orders arrive in different formats and channels: spreadsheet email attachments, within the email body as well as pdf or html formats.

Benefits

- Standardisation of Customer Service processes in three companies, while maintaining particularities of each company's customers
- Greater supply chain efficiency with optimisation of stock allocation, transport & warehouses
- Greater organisational flexibility: centralising information allows for other team members to step in where necessary



■ ■ ■ ■ "Being able to spend less
■ ■ ■ ■ time with manually entering
■ ■ ■ ■ orders into the ERP makes
■ ■ ■ ■ order handling easier and
allows us to pay more
attention to the customers."



Ángel Ventoso
Head of IT Applications,
Lactalis Iberia Group



Grupo Lactalis Iberia is part of the French Lactalis Group, a supplier of dairy products, active on five continents in every step of the supply chain: from dairy farms and product processing to distribution. With 15 independently operating locales in Spain and four in Portugal, the company's products can be found in neighbourhood stores, large supermarkets and the hospitality industry.

Challenge

In 2017, Grupo Lactalis Iberia embarked on a digital transformation project that included several business units. One of the main changes was the redirection of the Customer Service team, moving away from exclusively administrative management and towards a focus on providing value to the customer.

Solution

Esker's Order Management solution was implemented in 2021, automating the processing of all non-EDI orders for three of the Group's companies. Management of the order process had been 100% manual before. Now, incoming orders are automatically captured and integrated into SAP touchlessly.

Benefits

- Reduction of average order processing time from 7 to 2 minutes
- Elimination of data entry errors
- Redirection of Customer Service activities: away from administrative to value-added customer care
- Greater organisational flexibility: centralised data enables easy transfer of tasks when needed



■ ■ ■ ■ "Esker's Order Management solution has created significant time savings and therefore cost savings for the Customer Service department."



Patricio Corrales
Customer Service Manager,
Lactalis Nestlé

Logista Pharma is an independent distributor of pharmaceutical products in Spain and Portugal. As part of the Logista Group, a leading distributor of goods and services to local shops in southern Europe, its products reach nearly 250,000 points of sale.

Challenge

Logista Pharma's Order Entry department manages all orders and deliveries for the over 140 laboratories in Spain and Portugal. Hospitals, pharmacies, patients and wholesalers make up the over 76,000 active end customers, accounting for nearly 140,000 orders per year.

Solution

The Pharma Channel Service is organised according to client type. Esker's Order Management solution identifies each type of order and automatically redirects it to the correct Specialist. Since 2017, when the automation project was launched, new functionalities have been continuously introduced to improve order capture.

Benefits

- Fast onboarding of new customers: order can be placed within one hour of registration
- Elevated professional development and well-being of team
- Improved customer relationships
- Newly created Interactive Transportation Center Team can proactively inform customers order status



■ ■ ■ ■ "The easy handling of
■ ■ ■ ■ Esker's solution and the
■ ■ ■ ■ great help provided by
■ ■ ■ ■ Esker's CX team on a
continuous basis has
provided end-to-end control
over the order management
process, providing great
value to our business."



Elena Cuadros & Irene Ballesteros
Pharma Channel Customer Service Managers, Logista Pharma



Convatec is a global medical products and technology company focused on solutions for the management of chronic conditions, with leading market positions in advanced wound, ostomy, continence and infusion care. Convatec is committed to helping people with chronic health conditions lead the lives they want, giving them more mobility, confidence and freedom.

Challenge

After the successful implementation of Esker's Order Management solution in Australia, the team started a global roll out to 15 countries, with a scope for new markets as well. Prior to Esker, all orders were processed manually, which arrived primarily via fax and email. There was no standardised global ordering process.

Solution

Implementing Esker's Order Management solution enabled Convatec to touchlessly process 36% of global orders. Within three months, 3% of orders were already processed touchlessly, requiring no human input after reception into Esker. This is very exciting and a figure the team aims to keep on improving.

Benefits

- Global automation of Order Management processes
- Touchless Processing
- Enhanced reporting capabilities
- Invaluable training and technical knowledge from Esker



“We are progressively changing and standardising the order management process using Esker, to reduce the amount of time and work required by our customer service teams. This has improved efficiencies and helps them focus on providing excellent value-added service for our customers.”



Jeffrey Swingle
Global Customer Service
Analytics Lead, Convatec

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.





ESKER **IMPACT AWARDS**
2022

The logo features a stylized star with multiple colored outlines (red, yellow, blue, green) and the word "ESKER" written vertically inside the star's left point.

www.esker.com

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