



# Expanding the Use of AI-Driven Automation to Multiple AR Processes



## About Temperature Equipment Corporation



Retail/Wholesale/  
Distribution



Infor SXe ERP



Solutions:  
S2P & I2C



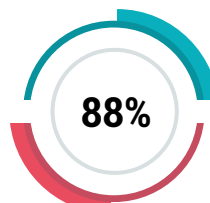
500+  
employees

**"I can't say enough about Esker's product and the people I've worked with. It's made so many aspects of AR easier for us."**

Ernie Pudliner, Director of Credit, Temperature Equipment Corporation

## Metrics

**Reduced DSO**  
by an average  
of 10 days



**88% faster resolution**  
of customer  
disputes

**Reduced credit application  
turnaround time**  
from 7-10 days to  
3-4 days



**Reduced number  
of customer phone  
calls & inquiries**  
from up to 15 per  
day to 1-2 per day

**"I'd had a lot of exposure to AR systems, and Esker passed the test with flying colors – it's just so intuitive and easy to use."**

Ernie Pudliner, Director of Credit, Temperature Equipment Corporation

## Two-phase implementation

The original implementation was Collections Management in 2016. Shortly after this, TEC moved from their old invoice solution to Esker's Invoice Delivery platform. In 2022, TEC implemented Esker Credit Management.

### Phase 1 Collections Management

#### Goals

- Facilitate a smarter, more sustainable collections strategy
- Reduce DSO & improve management of aging
- Enhance month-end reporting capabilities

#### Solutions

**Able to collect on time and in accordance with their collections strategy, with tools like:**

- Automatic payment reminder emails
- Online self-service customer portal
- Online credit application
- Customized to-do lists
- Root-cause analysis

### Phase 2 Invoice Delivery & Credit Management

#### Goals

- Get all customers onto one centralized portal
- Reduce manual steps in the credit management process
- Free up team members for more strategic work

#### Solutions

**TEC can now meet its goals from a credit review perspective by:**

- Simplifying onboarding for users
- Securing the credit approval process
- Providing full visibility into customers

**"Esker provides me the capability to be able to monitor what all my people are doing on a daily basis and ensuring our top accounts get the attention they need."**

Ernie Pudliner, Director of Credit, Temperature Equipment Corporation

**Want to learn more about TEC's Esker implementation?**

Check out their testimonial video!

[Watch now](#)

