

Esker solution helps Arkadin reduce invoice processing time by one third



Arkadin is one of the world's leading providers of remote collaboration solutions (audio and web conferencing solutions). Arkadin understands that communication is a vital part of any successful business, and provides customisable, cost efficient, and user friendly solutions. Founded in 2001, Arkadin has grown its business fast, delivering annual growth of 65% over the last 5 years. Arkadin has today more than 9,000 customers worldwide including Renault, Areva, Valeo, Saint Gobain, Arcelor Mittal and Adecco. Arkadin operates locally in 26 countries with over 700 people throughout Asia, Europe and North America

www.arkadin.com

Communication

Arkadin has chosen Esker on Demand to automate the sending of more than 18,000 monthly invoices from its 12 worldwide subsidiaries (France, the United Kingdom, Ireland, Belgium, Luxembourg, the Netherlands, Norway, Sweden, Germany, Switzerland, Australia and the United States). Arkadin has optimised its invoicing process and reduced invoice processing time from six to two days. Additionally, Arkadin has gained in productivity and significantly improved its days sales outstanding (DSO).

Situation

Founded in 2001, Arkadin is a leading global provider of audio and web collaboration services for businesses. With over 700 employees and more than 9,000 customers in 26 countries in Europe, Asia and North America, Arkadin has experienced consistently strong growth and, in 2007, decided to rethink its IT systems – particularly for accounting tools.

Each subsidiary had its own unique solution and managed the manual processing of sending monthly invoices: printing, folding, stuffing into envelopes, stamping and delivering to the postal service. Six to eight days of manual processing were required each month to manage the sending of all Arkadin's invoices. Regular errors occurred due to the manual handling, which resulted in poor DSO.

With the rapid development and growth of our company, our IT strategy is to invest in solutions which enable us to streamline processes and reduce costs. Our invoicing process was a key element of this strategy. Esker immediately knew how to address our needs and deliver a pertinent solution, allowing us to reduce our invoice processing time by one third and to significantly improve our DSO.

Emmanuel de Monterno ■ Director of Information Systems ■ Arkadin

Challenge

While reorganising the IT structure, Arkadin wanted to standardise its subsidiaries' AR processes to increase productivity and improve DSO. After putting in place a Navision solution to automate invoice production, Arkadin sought a solution to automate and outsource invoice delivery, thereby freeing-up its subsidiaries from the demanding and time-consuming task of manual processing, while at the same time speeding up the entire invoicing process.

Solution

To address Arkadin's and its subsidiaries' different constraints, Esker was selected to automate invoice delivery. After having completed a pilot program in France, Arkadin quickly deployed the solution across its subsidiaries.

Today 12 Arkadin subsidiaries use Esker on Demand to send more than 18,000 monthly invoices – over 80,000 pages (France, the United Kingdom, Ireland, Belgium, Luxembourg, the Netherlands, Norway, Sweden, Germany, Switzerland, Australia and the United States).

Benefits

Esker on Demand delivers a simple and valuable invoice automation solution to Arkadin's subsidiaries:

Consistent pricing:

With Esker, Arkadin subsidiaries benefit from synchronised pricing.

Invoice processing time divided by three:

Thanks to Esker, Arkadin has reduced invoice processing time from six to two days.

Major productivity gains:

Today invoices are sent automatically from Esker facilities at the end of each month without any manual intervention.

Significant DSO improvements:

By reducing the invoice processing time by a third, Arkadin significantly improved its DSO.

Invoice tracking:

Arkadin also benefits from improved invoice tracking and sending guarantees.

Drawing from the success in its 10 European subsidiaries, Arkadin today now deploys the Esker solution in the United States and Australia. They are also considering utilising Esker to automate their accounts payable process.

Esker is reactive on a daily basis and we are very pleased with our collaboration. Esker's company size and values closely resemble our own. Today our invoicing process works perfectly well and we are very confident for the future. Following its success in Europe, we have recently deployed the Esker solution in the United States and Australia and are hopeful to eventually move to accounts payable automation.

Emmanuel de Monterno ■ Director of Information Systems ■ Arkadin