

Business Process Symposium.

Derby, UK — July 9th, 2015 — Esker, a worldwide leader in document process automation solutions and SAP[®] software solution and technology partner, was delighted to announce its presence at this year's SAP UK & Ireland User Group - Business Process Symposium which was held in Harrogate on 7th July 2015.

During the one day symposium industry experts focused on 3 key topics SCM (Supply Chain Management), Finance and Document Management with the main breakout streams focusing on Order to Cash, Plan to Produce, Record to Report and Source to Settle.

Managing Director of Esker Northern Europe, Alistair Nicholas presented at the Order-to-Cash breakout stream, during which, he showcased how an existing customer, GE Healthcare automates its order processing in order to achieve multiple business benefits. Alistair went on to discuss how GE Healthcare's Medical Diagnostics department, which processes approximately 220,000 sales orders per year across 15 EMEA countries was seeking a solution to improve its EMEA order entry operation, enhance its customer service function and integrate with the current SAP[®] harmonisation program. Alistair talked about how GE Healthcare chose to automate sales order processing operations and what the key limitations of its old order entry operation presented and what the key business challenges were, for example:

- Excess of paper and manual duties within order entry
- Order entry errors and archiving issues
- Limited resources to focus on added-value customer service activities

GE Healthcare hoped to achieve a range of benefits by improving its order entry system by identifying a number of critical deliverables and business requirements:

- Improved ability to track and trace sales orders from receipt to system entry
- Reduce the number of manual touch points, order entry time and key stroke errors
- Increase Customer Service productivity, including value added activities and improved customer satisfaction
- Reporting and analysis capabilities

To conclude the session Alistair highlighted how GE Healthcare achieved these business benefits through the automation of its sales order process and the overall positive effect that this then brought to the Order-to-Cash cycle.

About Esker

Esker is a worldwide leader in document process automation solutions. Addressing all types of business processes, from accounts payable and accounts receivable to order processing and procurement, Esker cloud computing solutions enable companies to automate the reception, processing and sending of any business document with one platform. Esker helps over 80,000 companies around the world to reduce the use of paper and eliminate manual processes while improving their productivity, efficiency and environmental impact.

With 46.1 million euros in sales revenue in 2014, 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 is listed on the NYSE Alternext in Paris (Code ISIN FR0000035818).

For more information, visit www.esker.co.uk, Follow Esker on LinkedIn at [Esker – Northern Europe](#), or on Twitter at [@EskerNEurope](#) and join the conversation on the [Esker blog](#).

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