

Business Process Symposium

Derby, UK — March 10, 2016 — [Esker](#), a worldwide leader in [document process automation solutions](#) and [SAP®](#) software solution and technology partner, is delighted to announce its presence at this year's SAP UK & Ireland User Group - Business Process Symposium, which will be held at The Mermaid, London, on March 16th 2016.

During this one day symposium, industry experts will provide invaluable information to users of SAP ERP software focusing on SCM (Supply Chain Management) and Finance with the main breakout streams focusing on Order to Cash/Source to Pay, Plan to Produce and Record to Report.

Alistair Nicholas, Managing Director of Esker Northern Europe, will be presenting at the Order-to-Cash breakout stream, during which, Alistair will showcase how an existing customer, [GE Healthcare](#) automates its order processing in order to achieve multiple business benefits. Alistair will go on to show 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 will go on to talk 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 will highlight how GE Healthcare achieved all these business benefits through the automation of its sales order process and the overall positive effect that it then brought to the Order-to-Cash cycle.

(continued)

About Esker

Esker is a worldwide leader in cloud-based document process automation software. Organisations of all sizes use its shared platform of solutions, offered on-demand or on-premises, to automate accounts payable, order processing, accounts receivable, purchasing and more. Esker's solutions are compatible with all geographic, regulatory and technology environments, helping over 11,000 companies around the world in their efforts to Quit Paper™.

Founded in 1985, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France and U.S. headquarters in Madison, Wisconsin. In 2015 Esker generated 58.5 million euros in total sales revenue.

For more information on Esker and its solutions, 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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