

Esker Improves Customer Service with Automated Sales Order Processing for World Leading Paper Merchant

Derby, UK — August 7, 2014 — [Esker](#), a worldwide leader in [document process automation solutions](#), and [SAP®](#) software solution and technology partner, has been selected by one of the world's leading merchants of paper and communication materials, to automate its [Sales Order Processing](#) (SOP) operation. Moreover, they are the first Esker customer – globally – to run on the Esker flexible platform, which combines all the tools such as information capture, process management, communication media and analytics to simplify and streamline document process automation application building and customisation.

Receiving around 100,000 sales orders annually, the customer had identified a need to streamline its SOP process. Their Australian office was already using Esker solutions for their [Accounts Payable](#) and SOP operations, and although the customer assessed other suppliers during the procurement process when reviewing the UK SOP operation, Esker was selected due to being the only supplier to offer a complete cloud solution – and also for the unique advantages of the flexible platform.

The Esker SOP solution delivered multiple gains enabling the advantages to be delivered to the end customer such as low capital investment, a quick to implement solution, and an agile methodology that identifies bottlenecks, which can then be resolved before they cause issues, helping to ensure that customer service levels remain high.

Also, having a flexible platform enables the manipulation of forms and procedures, which in turn has empowered the control of their workflow processes. The advantage of this helps strengthen their agility as a business, and equips them to monitor service levels quickly and easily – and make the necessary improvements when required.

Additionally, the agility and flexibility of the Esker solution was deployed to solve a specific problem experienced by their own customers. Previously, when sending orders manually, their customers found it difficult to match material codes and descriptions, but with the Esker solution, the codes and descriptions have been matched in order to make it easier for the customers. Also they were able to instigate a further efficiency within the order processing workflow, by enabling each of the thirteen regional offices to receive orders at specific email addresses; this ensures that orders can be received and actioned more quickly - which in turn optimises a timely order-to-cash cycle and high customer service levels.

(continued)

Alistair Nicholas, MD of Esker Northern Europe said: “Esker is experiencing a number of businesses choosing to adopt cloud technology, so they can benefit from the value it delivers to their business through cost control. By using effective solutions to automate business processes it’s possible to meet resource and capacity challenges, without incurring the extra cost of increased headcount – which is the traditional method to deal with capacity increase. By automating paper-based documents, businesses can reap tangible benefits from improved efficiencies – and have a direct, positive, and immediate impact on profitability.”

Nicholas concluded: “We’re delighted to help our customers streamline their SOP operation, and to enjoy the many benefits this brings such as speeding up order processing by as much as 90%.”

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 41.1 million euros in sales revenue in 2013, 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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