

# Qualicaps Selects Esker to Automate Critical Business Documents and Streamline Invoice Processing

**Derby, UK – Feb 28, 2012** Esker, a foremost authority in document process automation solutions, today announced its completion of a technology project for the European division of Qualicaps, a global supplier of two-piece capsules, machinery and technology. With over 60,000 documents produced yearly, Qualicaps was looking to automate the processing of critical business documents, production documentation and vendor invoices.

Spearheaded from Qualicaps' European headquarters in Madrid and encompassing all of its European factories, the project consisted of two phases: the first involved the process automation of Certificates of Analysis and production documentation sent to customers; and the second, the implementation of vendor invoice automation.

## Certificates of Analysis

Prior to implementation of the Esker solution, Qualicaps' Certificates of Analysis, generated by an IBM AS/400 system, were manually processed to a portable document format (PDF) in over 150 different layouts before conversion. Because of numerous review and approval processes from different staff members, changes were difficult to implement. Not only did Esker simplify this lengthy formatting and validation process through automation, it also reduced the number of layouts and enabled the electronic approval and archiving of documents.

## Production documentation

Preceding Esker's involvement, the production and printing of documents was very time consuming — requiring manual selection of different paper types, colours and sizes related to the 50 different document forms used by Qualicaps. To streamline the process, Esker technology, directly integrated into an IBM AS/400 system, dynamically formatted documents using modifiable rules created to meet Qualicaps' requirements. Thanks to Esker, Qualicaps saves five hours daily on document processing.

Additionally, Esker improved Qualicaps' reporting capabilities by generating reports directly from Crystal Reports. Enriched with graphics and capable of being archived electronically, these reports facilitate key decision-making practices, and help Qualicaps benefit from an improved image vis-à-vis its customers.

## Vendor invoices

The second stage involved replacing the tools used to validate Qualicaps' 9,000 yearly vendor invoices. Arriving by post or fax, vendor invoices had to be manually checked by several departments before final approval. Invoices were transferred by hand to each approver, which delayed payment. By leveraging the intelligent capture, electronic workflow, and touchless processing capabilities of the Esker automated accounts payable

solution, Qualicaps was able to consolidate its invoice approval workflow — improving overall efficiency, control and visibility.

Qualicaps' scanned vendor invoices are now entered into an automated workflow for approval upon receipt. Intelligent data capture and optical character recognition (OCR) technology allow Esker to accurately extract and capture relevant information from the invoices, enabling Qualicaps' accounting staff to view the extracted data and invoice images simultaneously. Invoices are then dispatched to the appropriate business units where authorised personnel receive timely alerts that prompt them to sign off on documents to meet payment deadlines.

“Thanks to Esker, we have seen a 70 percent reduction in the time from when an invoice is received, approved and paid,” said Jose Angel Martínez, IT Manager, Qualicaps, Europe. “Additionally, we have experienced a 70 percent increase in process management for a number of critical business documents resulting in enhanced efficiency in our commercial relationships with both customers and vendors. Our cash forecast visibility has vastly improved and our vendors receive payment more quickly — a win-win scenario for everyone.”

## About Esker

Esker is a recognised leader in helping organisations eliminate manual processes, gain process visibility and control, and reduce the use of paper by automating the flow of documents into, within and out of the organisation. With patented document delivery automation software and hosted document delivery services, Esker offers a total solution to automate every phase and every type of business information exchange. Customers achieve significant and immediate operational efficiencies, cost savings and measurable ROI in as little as three to six months.

Founded in 1985, Esker operates globally with more than 80,000 customers and millions of licensed users worldwide. Esker has global headquarters in Lyon, France and U.S. headquarters in Madison, Wisconsin.

For more information, visit [www.esker.co.uk](http://www.esker.co.uk).

**North Europe Contact:** Sam Townsend, Esker Ltd. – Tel: +44 (0)1332 548181, □ Email: [samt@esker.co.uk](mailto:samt@esker.co.uk)

**Corporate Contact:** Renee Thomas, Esker, Inc. – Tel: 608.828.6140 □ Email: [renee.thomas@esker.com](mailto:renee.thomas@esker.com)

**Investor Relations Contact:** Emmanuel Olivier, Esker S.A. – Tel: 33 (0)4 72 83 46 46 □ Email: [olivier@esker.fr](mailto:olivier@esker.fr)

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