

## Parts Town to Expand Its Use of Esker to Automate Order Processing in the Cloud

With Esker's Accounts Receivable automation solution already in place, Parts Town will leverage the same on-demand platform to improve scalability and efficiency in handling its growing volume of fax and email orders

**Derby – May 5th, 2014** — [Esker](#), a worldwide leader in [document process automation solutions](#) and pioneer in [cloud computing](#), today announced it has been selected by [Parts Town](#), a rapidly growing supplier of service repair parts for commercial cooking equipment to the restaurant industry, to streamline every phase of order management with Esker's [Order Processing](#) automation solution.

This most recent initiative follows the successful implementation of Esker's [Accounts Receivable](#) automation solution the previous year, which helped the company eliminate the manual steps associated with processing 30,000 invoices and a variety of other documents each month. Modernising order management will allow Parts Town to utilise the full span of Esker's automation capabilities (e.g. OCR, automatic routing for approval, flexible forms, etc.) as a way to accomplish three key objectives:

- 1) Manage growing order volumes without having to incrementally add more staff
- 2) Improve workflow efficiency and reduce processing errors
- 3) Enhance process oversight to view orders in real-time and react accordingly

Parts Town processes approximately 10,000 customer orders per month, with many of them coming in as faxes and emails. In most cases, Parts Town's Customer Service Representatives (CSRs) print out paper copies of the purchase orders, enter the data into the order entry system, and file it in a personal folder or inbox. Soon, the entire process will be electronic thanks to Esker — from order reception to creation in the order entry system — allowing orders to be quickly processed and easily tracked regardless of format.

“Managing growth through technology is something Parts Town prides itself on, and Esker makes that incredibly easy to do,” said Jeff Musur, Director of Operations at Parts Town. “These type of installations aren't always easy, but Esker is helping make our transition to multiple solutions seamless. We're bringing an enhanced level of efficiency and scalability to our order management process without the interruptions and headaches you'd normally expect.”

*(continued)*

Commenting on the use of Esker in multiple document processes, Steve Smith, U.S. Chief Operating Officer at Esker said: “More businesses are starting to realise just how beneficial document process automation can be on a broader scale. And there’s a greater chance of maximising those benefits and creating more value when it’s all managed through one shared platform rather than separate components. This is a great example of what can be accomplished by using a unified cloud platform like Esker’s — processes can be automated as needed with virtually no disruption to the business.”

## About Parts Town

Parts Town supplies genuine OEM replacement parts for commercial cooking equipment to the restaurant industry. For over 20 years, Parts Town has been focused on delivering the highest level of customer service for food equipment replacement parts, commercial kitchen accessories and selected food equipment. By recruiting and retaining the industry’s leading talent and living its core values, Parts Town has been able to achieve the unique combination of providing the industry’s most complete set of value-added capabilities while continuing to provide enthusiastic and expert customer service.

Parts Town has been named to the Crain’s “Fast 50” list, recognising the fastest growing companies in the Chicagoland area for four consecutive years as well as the “Inc 5000” list of fastest growing privately held companies in North America for five consecutive years.

## 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, 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](http://www.esker.co.uk). Esker on LinkedIn at [Esker – Northern Europe](#), or on Twitter at [@EskerNEurope](#) and join the conversation on the [Esker blog](#).

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