

ConvaTec automates Order Management process with Esker

Derby, UK — July 15, 2021 — [Esker](#), a [global cloud platform](#) and leader in [AI-driven process automation solutions](#) for finance and customer service functions, today announced that [ConvaTec](#), a global medical products and technologies provider, has automated its order management process using Esker's [Order Management](#) solution.

As part of a global Customer Services transformation program, ConvaTec sought to remove manual tasks from their order management process. Reducing manual keying of orders is key to facilitating better service provided by ConvaTec's Customer Service centres.

Esker's automation solution was selected for a number of reasons, including global support capabilities, multi-language Optical Character Recognition (OCR) technology and connectivity with ConvaTec's SAP ERP. Additionally, Esker's Synergy technology demonstrated a high level of first time recognition rates on sample data. Synergy is the AI-based order recognition technology that enables Esker's solution users to experience first-rate data capture from day one by leveraging labelled data accumulated from the millions of documents processed on its platform over more than a decade. Esker's Technical Director, Wynne Jones, commented: "By applying our deep learning techniques typically used in facial recognition or natural language processing to business documents, the "brain" embedded in the solution is an expert at extracting data from customer orders".

About ConvaTec

ConvaTec is a global medical products and technologies company focused on therapies for the management of chronic conditions, with leading market positions in advanced wound care, ostomy care, continence and critical care, and infusion devices. ConvaTec's products provide a range of clinical and economic benefits including infection prevention, protection of at-risk skin, improved patient outcomes and reduced total cost of care. ConvaTec has 10,000 employees and does business in more than 100 countries.

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About Esker

Esker is a global cloud platform built to unlock strategic value for finance and customer service professionals, and strengthen collaboration between companies by automating the cash conversion cycle. Esker's solutions incorporate technologies such as artificial intelligence (AI) to drive increased productivity, enhanced visibility, reduced fraud risk, and improved collaboration with customers, suppliers and internally. Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin. For more information on Esker and its solutions, visit <https://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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