

## LIFENET HEALTH

### BRINGING NEW LEVELS OF SPEED & EFFICIENCY TO ORDER PROCESSING & ACCOUNTS PAYABLE USING CLOUD-BASED AUTOMATION

## BACKGROUND

Like all successful companies, LifeNet Health is always looking for ways to improve its internal processes. The more efficiently it can process customer orders and vendor invoices, for example, the more value that's added to its business. However, as a global leader in regenerative medicine and allograft surgical solutions, how LifeNet Health runs its internal processes carries a little more weight than the average organisation.

So, when LifeNet Health decided to explore alternatives to its manual order and invoice management processes, it knew it needed a solution provider that could address its unique needs. Esker proved to be a perfect fit for LifeNet Health.

## SOLUTIONS

### Accounts Payable

Prior to Esker, LifeNet Health's accounts payable (AP) process featured a number of manual bottlenecks. For example, paper invoices had to be manually routed for approval and hand-keyed into the company's SAP® system.

Today, the process is significantly more efficient thanks to Esker's Accounts Payable solution. Automated workflow has replaced the manual communication and paper flow, creating a faster and more transparent approval process. "We have a lot of invoices for materials that have to be qualified and meet certain specifications, which can be a long and drawn out process," said Ashley Walter, Assistant Corporate Controller at LifeNet Health. "Previously, the invoices would be set aside during the qualifications process, and staff would then have to keep checking other reports to see the status. Now, Esker does a nightly goods receipt check with SAP, and the staff gets an alert when it's available. That type of insight has really been invaluable."

### Order Processing

Another recent initiative involving Esker centred around LifeNet Health's desire to create a faster, smarter and more scalable order management operation to support its life-saving mission. Similar to AP, Esker's Order Processing solution gives LifeNet Health a faster, more efficient alternative to its previous process. And, with a large portion of its orders being for consignment, this was a huge factor in choosing Esker. "Esker was the only one we talked to that could handle consignment orders — the only one," said Norman Lyon, Director of Global Client Services at LifeNet Health. "Now, instead of performing three separate transactions in SAP, we'll be able to see and do everything on one screen."

*"We have a lot of invoices for materials that have to meet certain specifications. Now, Esker does a nightly **check with SAP** and the staff gets an alert when it's available. That type of **insight has really been invaluable.**"*

Ashley Walter | Assistant Corporate Controller

## BENEFITS

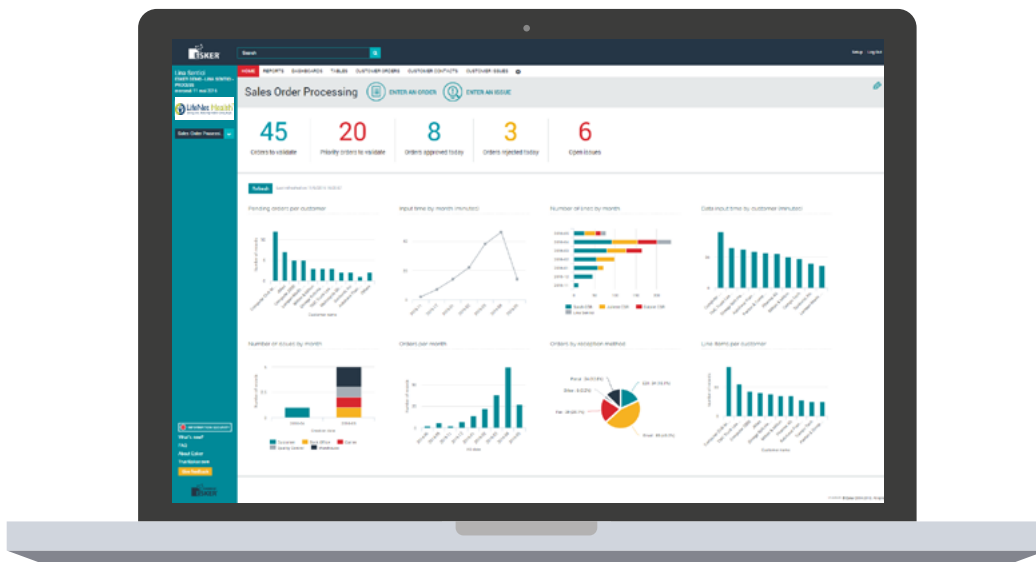
Following these two ambitious business process improvement initiatives, LifeNet Health has seen a number of promising results thanks to Esker's automated solutions. Below are some of the more promising benefits that LifeNet Health has already achieved or anticipates achieving in the coming years.

### Accounts Payable

- **Majority of AP invoices** and check requests now go through Esker's automated solution
- **Greater traceability** during approval process and auditing procedures, saving significant amounts of time and resources
- **Improved visibility** into partner invoices
- **Increased time savings** thanks to Esker's nightly check with SAP to alert staff when qualified invoices are available

### Order Processing

- **Reduced order processing time** and improved order entry accuracy rates
- **Improved visibility** with customisable dashboards that display how many orders are coming in, their formats, etc.
- **Increased staff productivity**, enabling more time to spend on customer-facing activities
- **Ability to handle complex consignment orders** with minimal manual intervention or process slowdowns



*"Esker was the only one we talked to that could **handle consignment orders** – the only one. Now, instead of performing three separate transactions in SAP, we'll be able to see and **do everything on one screen.**"*

Norman Lyon | Director of Global Client Services