ORDER MANAGEMENT AUTOMATION

GOODBYE DATA ENTRY. HELLO EFFICIENCY.

Esker's automated Order Management solution uses AI and RPA technology to address the most repetitive, low-value areas of order taking all through one secure, centralised, cloud-based platform. Users can electronically process and track any email, EDI, fax, portal or mobile order with 100% accuracy, visibility and efficiency.

Why Automate with Esker?

PROCESS ORDERS FASTER
with automation technology that optimises staff productivity & reduces costly errors

IMPROVE CUSTOMER EXPERIENCE
through faster fulfillment, improved communication & self-serivce options

INCREASE VISIBILITY
over entire order flow, regardless of source, enabling users to track, monitor & improve KPIs

ENHANCE BOTTOM LINE
by reducing operational costs, increasing business agility & generating new revenues

HOW IT WORKS

Esker offers a comprehensive solution that automates every phase of order management — from reception of an order to sending a shipping notice, through its creation in the ERP system — replacing the need for human data entry and helping employees work smarter, not harder.

1 ORDER RECEPTION & TRIAGE

All orders, regardless of type or format (e.g., email, fax, EDI, portal, etc.), are identified and routed to the appropriate queue for electronic processing.

2 DATA EXTRACTION & VALIDATION

Different layers of AI-driven technologies accurately extract relevant data from orders, and verify it against the ERP master data, identifying potential anomalies.

3 ERP INTEGRATION & ARCHIVING

Orders are automatically created in the ERP and archived for as long as specified, while a full audit trail of every touch point reveals who did what, when and where.

4 ORDER CONFIRMATION

Order confirmations and shipping notices are sent back from the ERP to customers, according to their preferences (e.g., email, portal, EDI, etc.).
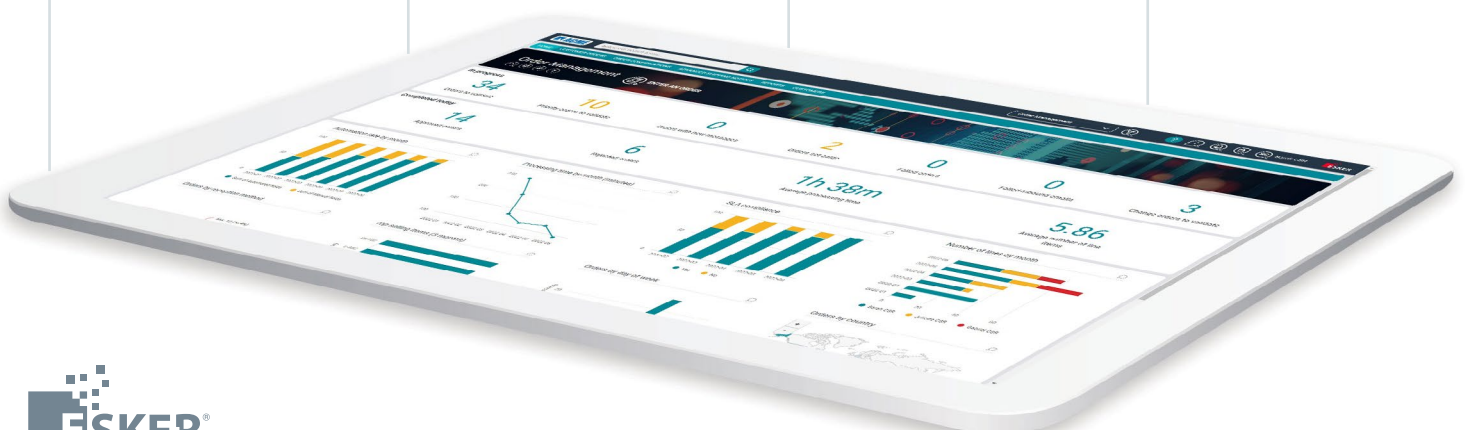
ESKER®

SOLUTION FEATURES

Esker's 37+ years of field experience and dedication to product development is the key to our Order Management solution's continued innovation. Here are some of the features that stand out the most:

EMAIL CLASSIFICATION

Esker's Order Management solution embeds a classification AI Engine that leverages Natural Language Processing technologies to automate the identification of orders among other enquiries in an email flow and their routing to further order processing.

AI & RPA TECHNOLOGY

Multiple layers of RPA and AI machine learning technologies optimise the order data extraction and verification, and eliminate manual data entry. The solution provides best-in-class automation levels thanks to Esker Synergy deep learning neural network that identifies key information on first-time orders and autolearning that ensures that the system automatically learns from user corrections and continuously improves.

DASHBOARDS & ANALYTICS

Esker's Order Management solution is equipped with intelligent dashboards that display live, visual analytics (e.g., how many orders or priority orders are in the queue or set aside, automation rates, processing times, etc.). This feature is fully customisable so that users can choose what they want to see and track.

ERP INTEGRATION

Esker's Order Management solution integrates with any ERP system via APIs and/or flat files, and includes standard connectors for SAP® and Oracle® EBS. Esker can also provide simultaneous integration with multiple ERPs, simplifying diverse environments resulting from M&A activity.

EDI ORDER PROCESSING

Esker augments your EDI order process by adding visibility, flexibility and autonomy to Customer Services. By turning a machine-readable order into a human-readable version, customers using the standard EDI formats (e.g., EDIFACT, X12, UBL XML, IDoc, etc.) can be instantly onboarded and EDI exceptions easily managed without the IT hassle.

E–COMMERCE & MOBILE ORDERING

Esker's convenient e-commerce webshop allows customers to easily place and track orders directly from the website or from their procurement application though the PunchOut protocol, while the Esker Anywhere™ mobile application gives field sales teams the freedom to do the same while on the go. Esker's Order Management solution offers one interface for all orders, regardless of reception channel or format: fax, email, EDI, as well as e-commerce portal and mobile orders.

COLLABORATION & COMMUNICATION

Before fulfilling orders, Esker enables CSRs to easily clarify them with internal departments (e.g., sales, logistics, credit, etc.) and with customers via tracked conversations linked to orders.

CONFIRMATION DELIVERY

In addition to automating order creation in the ERP, Esker also sends order confirmations and advanced shipping notices back to customers. These are automatically formatted according to the customer's reception preferences (e.g., email, portal, EDI, etc.). To close the order-to-invoice loop, e-invoices can also be sent in a similar manner.

WANT TO AUTOMATE YOUR OTHER CUSTOMER SERVICE TASKS?

Managing orders is just one part of customer service. CSRs also oversee the flow of requests received in their shared inbox (e.g., pricing, availability and status requests). **Esker's Customer Enquiry Management** solution helps your team deliver a better customer experience and continuously improve as your business grows.

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