



# PET LOVERS CENTRE

## ACCELERATING THE PURCHASE-TO-PAY PROCESS BY 70% WITH A CLOUD-BASED AUTOMATION SOLUTION

### BACKGROUND

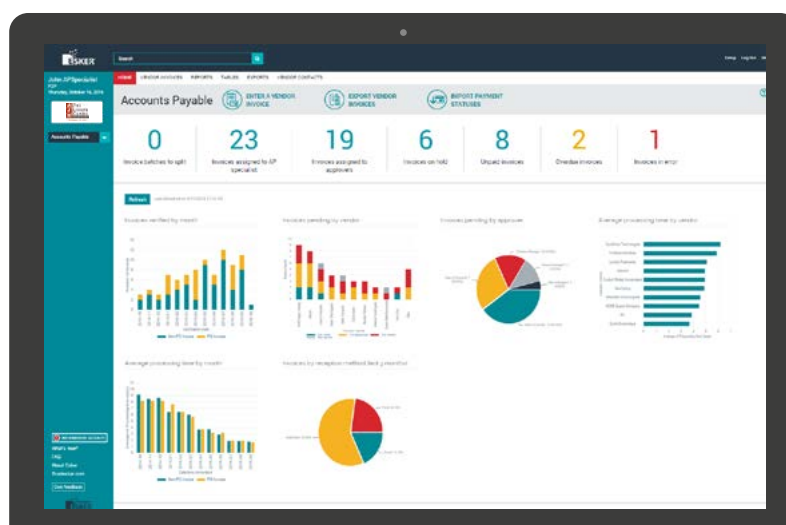
Pet Lovers Centre, a pet retail and service chain with 112 stores in Singapore, Malaysia, Thailand, Philippines, Vietnam and Brunei manually processes 8,000 monthly invoices. With purchase orders (POs) generated outside of its SAGE ERP system, the company found it difficult to match POs and invoices with limited visibility, resulting in lengthy processing times.

### SOLUTION

In an effort to reduce manual invoice processing, Pet Lovers Centre turned to Esker to automate its accounts payable (AP) process. Esker's Accounts Payable automation solution eliminated the company's manual pains of traditional AP processing thanks to intelligent capture, touchless processing and electronic workflow capabilities.

Once AP automation was put in place, Pet Lovers Centre realised that Esker could also help improve its purchasing process. Previously, staff spent too much time locating missing documents. Now, with Esker's Purchasing automation solution, all documents, including purchase request approvals, are all located in one place and processes are much more efficient.

By automating the purchase-to-pay (P2P) process, Esker has delivered end-to-end efficiency to Pet Lovers Centre. Communication with suppliers has improved thanks to Esker's supplier portal: Suppliers can now check payment status and history directly on the portal and calls to Pet Lovers Centre's AP specialists have been significantly reduced.



*"Going paperless and having all documents and collaboration in one place has really helped us work more efficiently on a day-to-day basis. With fewer filing cabinets needed to store printed documents and little to no paper lying around, our office looks much cleaner! The value that we get from using Esker's P2P solution is just priceless."*

Ng Whye Keong | Group Director

## BENEFITS

With Esker's solutions streamlining P2P processing activities, Pet Lovers Centre has experienced numerous benefits, such as:



**70% faster invoice processing**



**One platform** for documents, communication and approval



**Increased efficiency** with AI-based recognition



**Comprehensive workflow;** Electronic approval speeds up processes and allows increased visibility for AP



**Enhanced visibility** on important information and reporting thanks to customisable dashboards



**User-friendly interface** facilitates user adoption



**Improved communication** with Esker's supplier portal



*"Esker's AI-based recognition has significantly reduced manual work. We can now focus on improving other factors within our department rather than handling manual work. The interface is very user-friendly and easy for new employees to use right off the bat, which has helped us save time in new hire trainings."*

Wynona Ho | Accounts Payable Manager

### ABOUT PET LOVERS CENTRE

Pet Lovers Centre (PLC) is a home-grown pet retail and service chain that was founded in 1973 as a family hobby business. Since then, they have expanded to Malaysia and eventually to Asia. PLC is currently the only company that has vet-trained, pet care consultants (PCCs) stationed in their stores to provide professional advice on pet care. PLC is also the only one that offers customers on-time delivery to their doorsteps, as well as the option to make purchases or check their membership points online, not to mention an online help live-chat service. Besides its 112 pet stores in Singapore, Malaysia, Thailand, Philippines, Vietnam and Brunei, PLC run their chain of "The Pet Safari" thematic pet shopping destinations that bring the best vets, pet breeders products and services under one roof with complete one-stop shopping. They are the only enclosed shopping areas in Singapore, Malaysia, Thailand and Vietnam where owners are allowed to shop freely with their pets.