



ABOUT SYSMEX

Industry: Medical Device Manufacturing

ERP: SAP®

Solution: Accounts Payable

Sysmex America, Inc., the U.S. headquarters of Sysmex Corporation (Kobe, Japan), is a world leader in clinical laboratory systemisation and solutions, including clinical diagnostics, automation and information systems. Serving customers for over 40 years, Sysmex focuses on extending the boundaries of diagnostic science while providing the management information tools that make a real difference in clinical and operational results for people worldwide.

BENEFITS AT A GLANCE



Significantly decreased invoice processing & approval times



Achieved **100%** visibility into critical AP analytics



Accelerated month-end closing times



SYSMEX AMERICA CUSTOMER STORY

DIGITALLY TRANSFORMING AP INTO A HIGH-VALUE, HIGH-VISIBILITY OPERATION

As a company on the leading edge of diagnostic healthcare solutions, Sysmex America has experienced double-digit growth rates for an extended period of time. Unfortunately, this success also exposed some of the outdated processes and systems inhibiting greater operational improvements – specifically, within accounts payable (AP).

Today, Sysmex electronically processes 2,200+ monthly invoices through Esker's Accounts Payable solution via seamless integration with the company's SAP® software system. Driven by intelligent data extraction, electronic workflow management and reporting capabilities, Esker's solution not only allows Sysmex employees to focus more on high-value tasks, it has also transformed how managers run their day-to-day operations thanks to the added oversight.

“OUR REQUIREMENTS WERE VERY UNUSUAL AND WE HAD A LOT OF CHANGES GOING ON AT THE TIME OF IMPLEMENTATION. NEVERTHELESS, ESKER DID AN EXCEPTIONAL JOB IN SETTING EXPECTATIONS AND OUR EXPERIENCE WITH THE SALES, CX AND PROFESSIONAL SERVICES STAFF WAS WONDERFUL.”

DINA DUKHIN | DIRECTOR OF TREASURY

SELECTING ESKER

After looking into several AP automation vendors and sitting in on various sales calls, Sysmex ultimately selected Esker for its robust solution capabilities. Dina Dukhin, Director of Treasury, recalls Esker's simple and honest approach, saying: “Not only was the solution incredibly easy to understand, Esker was by far the most open and transparent of all the companies we looked into. Instead of somebody trying to convince us how great the product was, we were allowed to

sit in on sessions with actual customers and hear how they used Esker. The product spoke for itself.”

SPEED, SIMPLICITY & CENTRALISATION

Approximately 25% of the AP invoices Sysmex processes each day arrive via mail or email. Prior to Esker, these invoices were handled manually, which forced staff to focus most of their time on low-value tasks like data entry and chasing down invoice approvals. To make matters worse, everyone at Sysmex was responsible for creating their own goods receipt, making tracking nearly impossible.

“The manual nature of our previous process didn't leave us a whole lot of time to concentrate on analysis and other general improvements,” said Dukhin. “The department responsibilities were also very much comingled and we were lacking the types of control and visibility needed for a truly streamlined process.”





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Today, despite the fact that Sysmex is still in the early stages of solution employment, the company has already seen a number of significant advantages since go-live. Some of the most notable benefits of using Esker's Accounts Payable solution include:

- **Improved tracking** of KPIs, employee performances, maverick buying and other root causes of downstream issues via Esker's customisable dashboards
- **Centralised access** to essential AP data (e.g., what invoices are posted, pending, received, need to be reviewed, etc.)
- **Simplified month-end accruals** available at the touch of a button
- **Accelerated training and onboarding** thanks to Esker's easy-to-use solution interface
- **Increased team collaboration** by eliminating inter-departmental silos

"Having Esker in place gives me the ammunition to be more of an advocate for our team," said Dukhin. "Being that the AP department is kind of the last in the approval chain, we often get bombarded when something goes wrong. Now, with Esker, I have the visibility to point out what the root cause of the problem actually was."

"ESKER'S ACCOUNTS PAYABLE SOLUTION IS INCREDIBLY CLEAN AND SIMPLE. EVERYTHING YOU NEED — THE WORKFLOW, THE CAPTURED DATA AND THE PHYSICAL INVOICE — IS ALL RIGHT THERE IN FRONT OF YOU."

DINA DUKHIN | DIRECTOR OF TREASURY

FUTURE PLANS

In addition to the solution enhancements Sysmex plans to make in the calendar year, the company is also in the midst of an SAP S/4HANA® Cloud implementation. Despite this complex transition, Esker's Accounts Payable solution — featuring certified integration with SAP S/4HANA® Cloud — is flexible enough to help Sysmex maintain AP process efficiency and continuity during this time.



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EUROPE



AMERICAS



ASIA - PACIFIC

