



FIRSTAN

STREAMLINES SALES ORDERS AND ACCOUNTS PAYABLE THROUGH DOCUMENT AUTOMATION

BACKGROUND

Firstan Ltd is producing over 500 million cartons each year to the pharmaceutical, healthcare, cosmetic and food retail industry sectors and required a solution to improve its order management and Accounts Payable (AP) functions.

Firstan wanted to emulate the same success that they had gained from using lean processes in their manufacturing. They started to look into ways of how this could be achieved with back office systems.

One of the main challenges for Firstan was finding a solution that would automate the entry of sales orders and supplier invoices into their order and account management systems.

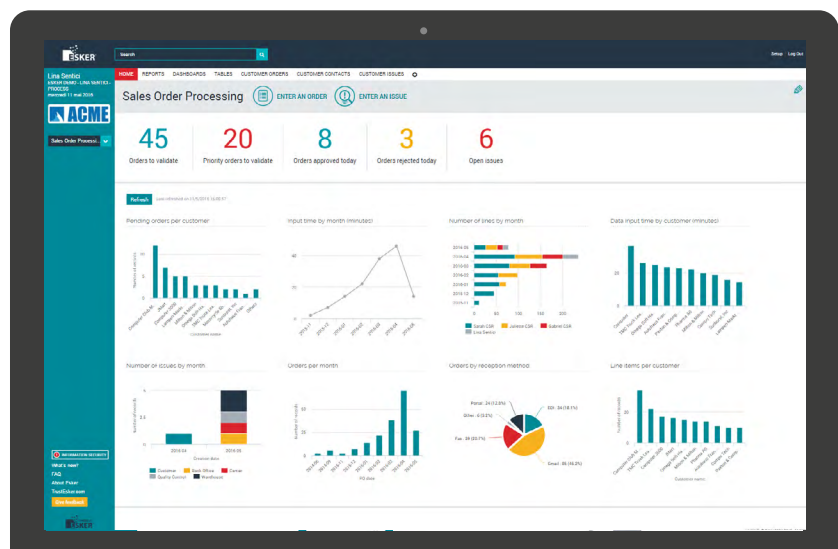
In the past, orders were received by either email, fax or postal mail which were then processed manually into the system by sales order processing (SOP) and AP representatives. Therefore these paper-based documents could potentially be lost in transit and the information that was being keyed in manually could often lead to delays and errors causing customer queries further down the process.

However, the biggest challenge for Firstan was to find a solution that was compatible with its existing order management and accounting systems, EFI Radius and Sage.

SOLUTION

Firstan made the decision to select a solution that could replace its current process but be easily implemented into its existing systems and ultimately streamline order management through end-to-end automation.

Esker could commit to the requirement that Firstan had for the solution to be up and running within a matter of days/weeks not months. Also the end users could be fully trained in this timeframe due to the solution having a flexible platform which would then allow Firstan to continue to manage the process themselves.



"Esker has allowed us to streamline our document processing in AP and SOP through eliminating manual paper-based processing. This has brought many benefits to Firstan from helping to stop the creation of duplicate orders/invoices by reducing data entry errors and stopping the documents being lost by utilising electronic workflow with real-time tracking."

Paul Hartwig | Production Director



"We've also experienced much faster processing times as a result of document automation, saving time with manually inputting data, reducing the need to walk paper around the organisation to seek approval and eliminated the manual process of archiving and retrieving documents. To conclude we now have the ability to support our company growth with more efficient processes and help improve the way we do business with both our customers and suppliers."

Paul Hartwig | Production Director

BENEFITS

Esker has a patented cutting-edge document automation solution that specialises in the integration of any enterprise system, to automate inbound and outbound document processes – including AP and SOP. Firstan quickly realised the benefits from streamlining these back office functions for both the individual departments and the organisation as a whole.

The benefits included:



Time saved through the automation of manual handling and routing of inbound documents



Real-time tracking – provides invaluable reporting for financial managers



Improved visibility – electronic workflow improves the speed, control and visibility of order processing



Less errors – through reduced manual input, leading to fewer customer queries



Improved customer service levels – through more efficient order processing

ABOUT FIRSTAN

Established in 1975, Firstan is an independently owned company initially providing cartons and packaging to a number of various industries, however, over the last 40 years Firstan have grown significantly and is now a recognised leader in the UK's independent carton manufacturer world. Being independently owned has enabled Firstan to be a dynamic and customer orientated company therefore leading to the overall success of the company.