



WALKERS (a PepsiCo company) PROCESSING NEARLY 100% OF ALL ORDERS WITHOUT ANY MANUAL INTERVENTION

BACKGROUND

Walkers, a PepsiCo company and part of one of the world's leading food and beverage companies, with a diverse portfolio of globally recognised brands. Recently, the company was looking for a simpler and more effective way to manage its order management process – particularly orders from small independent vendors who could not be set up with EDI due to complexity, time and resources required.

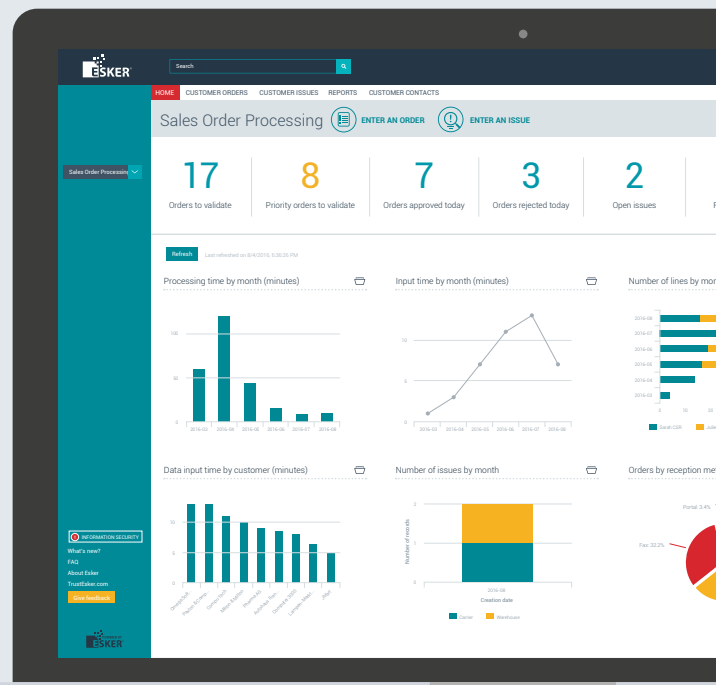
They also wanted to free up its team of Customer Services Representatives (CSRs) from low-value and error-prone activities, such as manually inputting order data, in order to devote more time to strategic tasks like serving the needs of customers.

SOLUTION

Esker's cloud-based Order Processing automation solution was implemented in less than three months thanks to the use of Agile methodology for solution delivery.

The company is now able to receive customer orders in any file format (e.g. fax, email, EDI), which are then automatically routed to the correct CSR team based on product categories contained within the order. Relevant data is then extracted automatically through an intelligent recognition tool to create the corresponding sales order in the ERP system without the need for any manual inputs. This means that the CSR can simply verify that the data has been extracted correctly or update any missing elements.

If any exceptions occur or approvals are required, the order is automatically placed into a workflow. Once approved, the order is electronically archived with easy access made available to any authorised user.



"Thanks to Esker, we can now process 90% of our orders without any human intervention."

Tom Durance | Customer Order and Strategy Manager

BENEFITS

Since implementing Esker, Walkers has gained numerous benefits, including:



Increased **data accuracy rates**



Faster **order processing** speeds



Improved **customer service productivity**



100% visibility into order and issue management



Increased **reporting and monitoring capabilities** with KPI dashboards



"By automating our order management process, we have been able to offer our customers a convenient way to place their orders, taking into account some of their unique requirements. This, in turn, has led to an increase in customer satisfaction rates."

Tom Durance | Customer Order and Strategy Manager

ABOUT PEPSICO

PepsiCo products are enjoyed by consumers one billion times a day in more than 200 countries and territories around the world. PepsiCo generated more than \$63 billion in net revenue in 2016, driven by a complementary food and beverage portfolio that includes Frito-Lay, Gatorade, Pepsi-Cola, Quaker, Tropicana and Walkers. PepsiCo's product portfolio includes a wide range of enjoyable foods and beverages, including 22 brands that generate more than \$1 billion each in estimated annual retail sales.