



BACKGROUND

As a French security subsidiary of the Crédit Agricole bank, Nexecur specialises in the development of video security and alarm systems. Prior to using Esker, Nexecur's accounting team was spending a significant amount of time and resources processing customer invoices. For monthly billing, two employees were utilised for two days each month; for annual billing, four employees were utilised for more than a week.

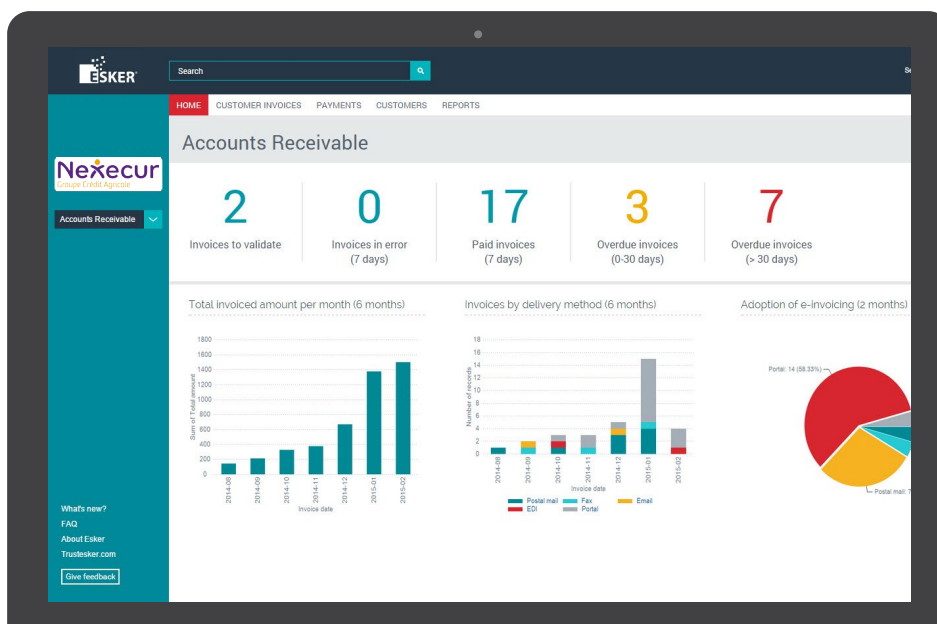
Nexecur was looking to automate its billing process in order to decrease invoice processing time, reduce operating costs and improve customer satisfaction. The company also wanted to increase e-invoice volume in anticipation of legislation requiring vendors to send e-invoices to the French public administration via Chorus, the e-invoicing platform established by the French government.

SOLUTION

Nexecur implemented Esker's Accounts Receivable solution in early 2013, starting with the outsourcing and automation of its 350,000 customer invoices. This was followed by the automation of collection letters and additional administrative letters (an extra 54,000 documents).

As early as 2014, Nexecur transitioned some of its customers to e-invoicing, which, today, represents 70 percent of invoice volume (roughly 250,000 e-invoices). To encourage its customers to switch to e-invoicing, Nexecur took multiple actions, including: sending emails and raising awareness at the time of annual invoicing for existing customers and integrating a clause into new customers' contracts, resulting in a 90 percent adoption rate.

With the upcoming January 1, 2018, public administrative compliance deadline approaching, Nexecur is already working to ensure e-invoice delivery readiness to Chorus.



*“Esker’s **intuitive** and **scalable** solution has enabled us to automate the processing of paper invoices while progressively moving to e-invoicing. Esker’s teams are **dedicated, professional** and have a perfect **understanding of our needs.**”*

Stéphane Poirier | Project Manager

BENEFITS

Integrated with Nexecur’s Microsoft Dynamics NAV system, Esker has delivered many benefits:



Ability to absorb an increase in activity thanks to faster and more efficient invoice processing (a few minutes every day instead of several full days dedicated per month)



Reduced processing costs



Increased invoicing frequency from bi-weekly to daily



Increased efficiency with fewer interruptions in the daily workflow thanks to the virtual printer



Reduced paper volumes with electronic archiving



New users quickly operational



*“We are very pleased with the **high adoption rates**: Over 40,000 of our customers have agreed to switch to e-invoicing, which is about half of our customer base. We have done a lot to educate customers on the **benefits** of e-invoicing and it’s really **paying off**, particularly with new customers who opt for e-invoicing as soon as the contract is signed.”*

Stéphane Poirier | Project Manager

ABOUT NEXECUR

Nexecur was created in 1986 at the initiative of the Crédit Agricole Regional Banks for the security of its bank branches. Today, it is a French national group with business units: Nexecur Protection (residential and professional security), Nexecur Assistance (home living assistance), Nexecur Sécurité bancaire, Telsud (security for large enterprises) and over 118,000 protected sites across France. In addition to alarm systems connected to its five remote monitoring centres, Nexecur offers solutions for video protection, access control, fire detection and external protection.

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