

XYLEM WATER SOLUTIONS

REDUCING CUSTOMER INVOICE DELIVERY COSTS BY 60%

BACKGROUND

Xylem Water Solutions (Xylem), a leading water technology company, was looking to increase customer e-invoicing adoption rates and reduce costs in its accounts receivable (AR) department. The company was sending 18,000 customer invoices annually – 70 per cent via postal mail and 30 per cent electronically. With more than 1,500 invoices to send each month, the AR team was spending an average of two-and-a-half minutes to send one invoice.

Xylem needed a solution to automate both paper and e-invoice delivery; specifically, one that could deliver invoices to customers in their preferred format (e.g., postal mail, electronically, etc.), as well as offer a collaborative web portal for Xylem's customers and staff to view and access invoices.

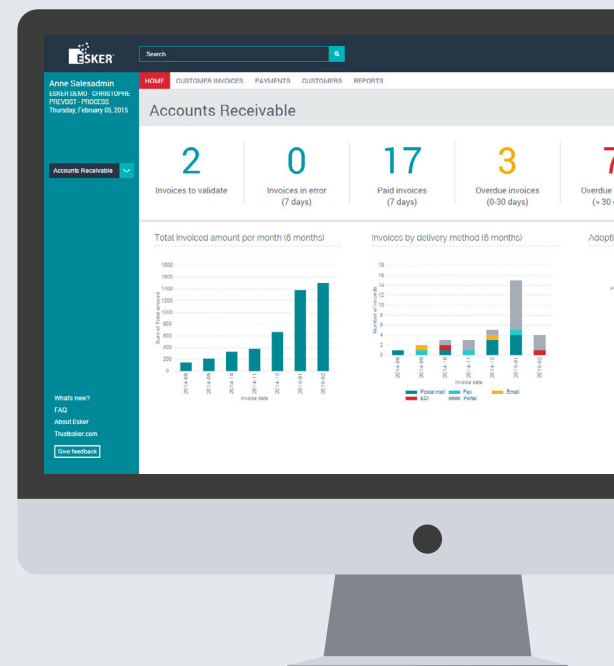
Additional project goals included: decreasing errors related to manual handling, freeing up office space, cutting down on files and improving efficiency when searching for documents. All of this needed to be done with minimum impact on the technology platforms Xylem had in place.

THE SOLUTION

Xylem selected Esker's cloud-based Accounts Receivable solution to deliver e-invoices to customers who wish to receive them electronically (either by email with a PDF attachment or a link to a web portal). E-signatures and time-stamps are applied to support regulatory compliance in over 50 countries.

Esker's online portal allows Xylem and its customers to securely access and review invoices, with customers having the option to select their invoice delivery preferences. For internal or external audits, Esker provides a unique username and password for the necessary credentials. Tax authorities must have online access to e-invoicing portals if the company chooses to be digital.

For customers who prefer to continue to receive paper invoices, Xylem sends them to Esker's mail production facilities where they are printed, folded, stuffed, stamped, handed off to the postal service and archived electronically.



"By modernising our invoicing process, we've achieved significant return on investment with improved efficiency, cost savings, and reduced paper use and physical space."

German Álvarez | Director of Administration and Continuous Improvement

BENEFITS

Since implementing Esker's solution, Xylem has experienced significant benefits, including:



Faster invoice processing



Immediate delivery of e-invoices
to customers



Increased customer e-invoicing adoption rates — up to two-thirds of all customers now receive e-invoices



Improved invoice traceability, facilitating the management of unpaid invoices



Improved efficiency when searching for invoices thanks to electronic archiving



Increased AR team's productivity and freed up time for staff to spend on higher-value tasks



Eliminated 21,000 sheets of paper annually



Eliminated fixed and recurring costs (e.g., hardware, maintenance, operating system software, investment model software licences, etc.)



"Thanks to Esker, we've been able to help our customers move to e-invoicing and better understand the complexities of the administrative field."

Germán Álvarez | Director of Administration and Continuous Improvement

ABOUT XYLEM WATER SOLUTIONS

Xylem Water Solutions is a leading global water technology company committed to developing innovative technology solutions to the world's water challenges. The company's products and services move, treat, analyse, monitor and return water to the environment in public utility, industrial, residential and commercial building services settings. With its October 2016 acquisition of Sensus, Xylem added smart metering, network technologies and advanced data analysis for water, gas and electric utilities to its portfolio of solutions. Headquartered in Rye Brook, New York, with 2016 revenue of \$3.8 billion and 16,000 employees, Xylem does business in more than 150 countries through a number of market-leading product brands.