



CULLIGAN FRANCE

IMPROVING SUPPLIER INVOICE PROCESSING WITH ACCOUNTS PAYABLE AUTOMATION

48 hrs

INVOICES PRE-APPROVED IN
ERP AND SENT FOR VALIDATION

90%

OF INVOICES PROCESSED
IN ONE CLICK

BACKGROUND

Culligan France, a leader in water treatment products, needed a more effective way to manage its accounts payable (AP) process. The company's five-person accounting department was faced with manually processing over 20,000 annual invoices from 900 suppliers for more than 30 sites throughout France.

Invoices arrived by mail at each site, were reviewed by an administrative assistant and then manually approved by the agency director. The invoices were then mailed out to Culligan's shared services centre (SSC) that was responsible for accounting. The process often took several weeks and led to many errors, making it difficult to forecast cash flow.

SOLUTION

Culligan selected Esker's Accounts Payable solution to automate and centralise its supplier invoice process. Invoices now arrive directly at Culligan's SSC via email or automatic mail sorting and are integrated into the company's SAGE X3 ERP system. Within 48 hours, the invoices are pre-approved in the ERP and sent for validation.

Invoices which previously required multiple exchanges via postal mail, are now easily validated by managers within a few hours from their desktop computer or mobile device.



"The decentralised nature of our organisation led to delays in our supplier invoice process. Invoices were mailed back and forth from the different offices to headquarters, resulting in many lost invoices and time-consuming supplier reminders. The lack of visibility over the whole process caused high stress levels, heavy workloads and a drop in the quality of our service."

François Cornuez | Director of Accounting

BENEFITS

Esker's solution was selected for its ease of use, scalability and seamless integration with SAGE X3. Implemented in just four months, Culligan has seen a number of benefits, including:



Centralised accounting giving Culligan's SSC more autonomy



Increased visibility over the whole invoice process for all stakeholders



Faster and smarter data capture thanks to Esker's machine-learning technology; nine out of 10 invoices are now processed in one click



Accelerated invoice processing: 90% of invoices are now processed in one click, without any human intervention



Improved performance: Invoices are processed faster which has helped improve value-added tax (VAT) handling and cash forecasts are now more accurate



Simplified archiving: Invoices are available anytime on Esker's platform



Time freed up for staff to spend on higher-value tasks



Improved supplier relationships



"Esker's solution integration with our ERP was absolutely key. We were able to reproduce in Esker the controls we had already set up in SAGE, such as verification of VAT codes, analytical accounts and calculation of due dates. As both systems spoke the same language the risk of errors was zero."

François Cornuez | Director of Accounting

ABOUT CULLIGAN

Founded in 1936, Culligan is a world leader in delivering water solutions that will improve the lives of its customers. The company offers some of the most technologically advanced, state-of-the-art water filtration products. Culligan's products include water softeners, drinking water systems, whole-house systems and solutions for business. Culligan's network of franchise dealers is the largest in the world, with over 800 dealers in 90 countries. Culligan France employs over 1,200 employees across 30 agencies and 21 independent concessions.

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