



ELECTRO-MATIC PRODUCTS, INC. MANAGING GROWING ORDER VOLUMES WITHOUT INCREASING HEADCOUNT



30%

ORDER VOLUME GROWTH WHILE
MAINTAINING HEADCOUNT



15%

INCREASE IN LINES
PROCESSED

BACKGROUND

A supplier of automation components and solutions to leading U.S. manufacturers, Electro-Matic processes around 3,400 orders monthly from a customer base of approximately 2,500. The company previously used a template-based solution (alongside its ERP system) to automate aspects of the process. While the solution did as intended, without purchasing more templates it only had the capacity to automate order processing for 10 per cent of Electro-Matic's customers. For that reason, the company sought a less restrictive solution with more advanced, scalable functionality. As an Esker VSI-FAX customer, the company was drawn to Esker for its machine-learning technology and ability to process every order, regardless of format or line count.

SOLUTION

After looking at a few alternative solutions, including expanding its current Conexiom template-based install, Electro-Matic ultimately decided that Esker's Order Processing solution was the best fit to achieve its goals and automate the entirety of its order process. Carrie Cahill, Manager of Continuous Improvement at Electro-Matic, stated: "With Esker, we can grow with the solution. The ability of our CSRs to more effectively manage output, be more hands on with customers, and better maintain their own accounts provides us limitless opportunities for improving order management."

When the company first went live with Esker's solution in December of 2016, its priority was transitioning the 20 customers using Auto Order to Esker. Since then, Electro-Matic has begun transitioning the remaining customers — starting with accounts that submit orders with the most line items. The volume of orders going through Esker has already doubled and continues to grow steadily.

The company recently acquired another organisation, and has been able to maintain headcount thanks to the scalability of Esker's solution. "We are an employee-owned company and plan to acquire more organisations," said Cahill. "It's great to have a solution in place that we can offer those new businesses and employees. The unlimited growth potential and flexibility of Esker is simply unbeatable."

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Carrie Cahill | Manager of Continuous Improvement

BENEFITS

With the use of Esker's Order Processing solution, Electro-Matic has gained a number of benefits, including:



Reduced errors by eliminating manual data entry of orders with large amounts of line items



Doubled the amount of orders processed automatically



Maintained headcount even after an acquisition and 30% growth in order volume



Visibility over the entire process thanks to tailored dashboards containing KPIs and the ability to run custom reports



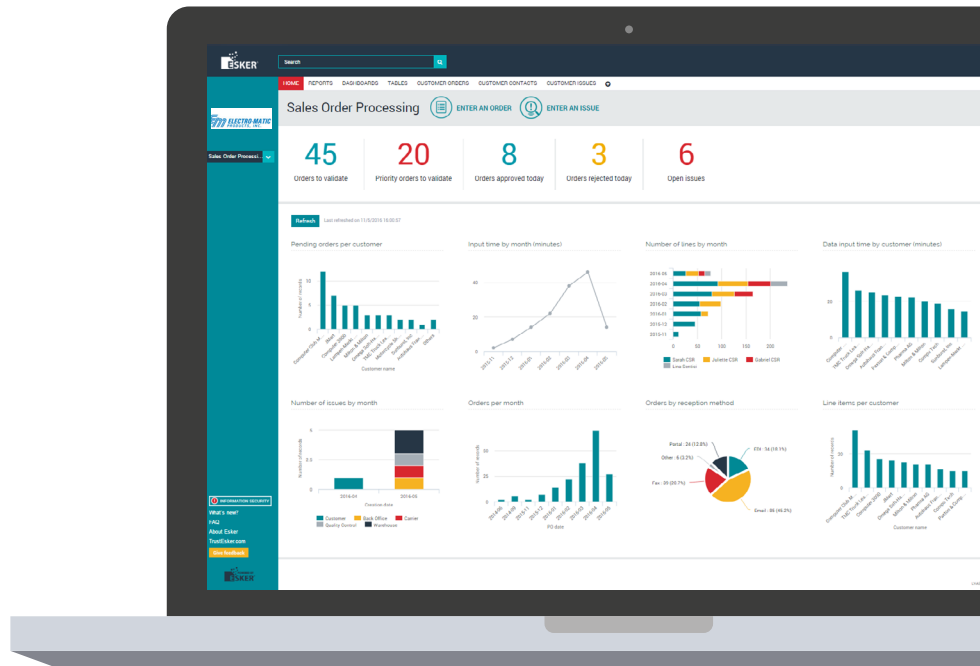
Lowered costs by not having to buy templates, avoiding hiring additional employees and with more accurate data entry



Increased number of lines processed automatically by 15%

OTHER ESKER SOLUTIONS

Along with being a VSI-FAX customer, Electro-Matic has also implemented Esker's Collections Management solution powered by TermSync technology. By automating its billing and collections process, Electro-Matic customers are now able to make payments, view invoice and account information, and chat with staff through a self-service web portal. "Our billing and collections has seen significant drops in DSO and time spent contacting late-paying customers with the implementation of Esker's Collections Management solution," said Jodi Koval, Accounting Manager at Electro-Matic. "Now we are able to focus on proactive tasks that further increase our collection rate."



ABOUT ELECTRO-MATIC PRODUCTS, INC.

Established in 1969, Electro-Matic Products, Inc. is a supplier of a complementary group of high technology automation components targeting the users and manufacturers of industrial automation equipment. With corporate headquarters in Farmington Hills, Michigan, it serves the automotive, chemical, pharmaceutical, rubber/steel, utilities and industrial manufacturing markets with approximately 200 employees.