



THOMSON
REUTERS

ACCOUNTS RECEIVABLE
INDUSTRY • Business Services ERP • SAP

CASE STUDY



THOMSON REUTERS (LEGAL) LTD.

SAVING MONEY & REDUCING ITS CARBON FOOTPRINT THANKS TO AN AUTOMATION

85%

OF INVOICES DELIVERED
ELECTRONICALLY

24
hours

PAPER INVOICES DELIVERED
TO POSTAL SERVICE

BACKGROUND

Thomson Reuters, the world's leading source of news and information for professional markets, had been working with Esker for numerous years. Its offices in Spain had been using Esker's on-premises solution to satisfy government standards for e-invoice delivery, and its offices in the U.K. were using Esker's fax solution for document delivery. So when U.K.-based Thomson Reuters (Legal) Ltd. decided to look at options to automate its mail and e-invoicing requirements and eliminate paper, it immediately contacted Esker.

Prior to Esker, Thomson Reuters was annually printing and posting more than 750,000 invoices, credit notes, statements, renewals, and customer letters in-house and wanted to find a solution that would modernise internal processes, reduce costs, accelerate cash collection and help reduce its carbon footprint.

THE SOLUTION

Thomson Reuters had been using Esker's fax solution to distribute faxes to its customers. The company was looking to apply the same cost savings and uniformity to invoice delivery. After carrying out a full audit of the company's current document processes to ensure it could meet all the necessary requirements, Esker invited Thomson Reuters to its headquarters in Lyon, France, to view the corporate mail facility, see its network infrastructure and meet key Esker management members.

Esker's Accounts Receivable automation solution enables Thomson Reuters to deliver both paper and e-invoices to its customers. For those who prefer to receive paper invoices, Thomson Reuters electronically submits its invoices to the U.K.-based Esker mail production facility where they are printed, folded, inserted into envelopes and handed-off to the local postal service within 24 hours of creation. E-invoices are delivered by email, either with an attachment or a link to Esker's web portal. With real-time tracking and reporting tools that deliver visibility throughout the entire document process, Thomson Reuters can monitor and when documents are printed, folded, posted, received, read or returned.

"Esker was extremely professional and thorough in the audit process. We visited their headquarters in France and this gave us the reassurance that they were more than capable of delivering on what they had promised."

Keith Singer | Customer Operations Programme Manager | Thomson Reuters (Legal) Ltd

"Esker's service has exceeded our expectations and we have noticed significant improvements in the response from customers to provide payment more quickly."

Keith Singer | Customer Operations Programme Manager | Thomson Reuters (Legal) Ltd

BENEFITS

Over 85% of the company's invoices, credit notes, statements and dunning letters that were traditionally paper-based are now delivered electronically with the remainder being processed via Esker's mail production facility. Thomson Reuters expects this percentage to increase over the coming years.

Since deploying Esker, Thomson Reuters has achieved numerous benefits, including:



Reduced costs



Decreased error rates



Enhanced visibility and tracking



Faster payments



Accelerated response time



Reduced carbon footprint



"We wanted to eliminate paper and Esker is helping us to achieve our goal at a pace that suits our business. The project delivers considerable annual cost savings and further enhances our green credentials."

Keith Singer | Customer Operations Programme Manager | Thomson Reuters (Legal) Ltd.

ABOUT THOMSON REUTERS

Thomson Reuters is the world's leading source of intelligent information for businesses and professionals, combining industry expertise with innovative technology to deliver critical information to leading decision makers. With headquarters based in New York, Thomson Reuters has over 400 worldwide operations, including London and Eagan, Minnesota.

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