ARKADIN

REDUCING INVOICE PROCESSING TIME BY ONE-THIRD

BACKGROUND

Founded in 2001, Arkadin is one of the largest and fastest growing collaboration service providers in the world. With a global network of 53 offices in 33 countries and 42,000 customers worldwide, Arkadin has experienced consistently strong growth and, in 2007, decided to rethink its IT systems — particularly for accounting tools.

Each subsidiary had its own unique solution and managed the manual processing of sending monthly invoices: printing, folding, stuffing into envelopes, stamping and delivering to the postal service. Six to eight days of manual processing were required each month to manage the sending of all Arkadin's invoices. Regular errors occurred due to manual handling, resulting in poor Days Sales Outstanding (DSO).

CHALLENGE

Arkadin was looking to standardise accounts receivable (AR) processes across all its subsidiaries, increase productivity and improve its DSO. After putting in place a Microsoft Dynamics™ NAV ERP solution Arkadin required an invoice automation solution that would free-up its subsidiaries from the demanding and time-consuming task of manual processing, automate invoice delivery (paper and e-invoices), and speed-up the entire invoicing process.

"With the rapid development and growth of our company, our IT strategy is to invest in solutions which enable us to streamline processes and reduce costs. Our invoicing process was a key element of this strategy. Esker immediately knew how to address our needs and deliver a pertinent solution, allowing us to reduce our invoice processing time by one third and to significantly improve our DSO."

Emmanuel de Monterno | Director of Information Systems | Arkadin

INVOICE PROCESSING TIME REDUCED BY 1/3

SOLUTION

Esker was selected to automate invoice delivery and address Arkadin's subsidiaries' different contraints. Esker delivered major productivity gains for Arkadin -- paper invoices are automatically sent from an Esker mail production facility with no manual intervention and e-invoices are delivered by email, either with an attachment or a link to a web portal. Following an initial pilot programme in France, Arkadin quickly deployed the solution across its subsidiaries in Europe, North America and Asia Pacific. Today 27 Arkadin subsidiaries use Esker to send more than 25,000 monthly invoices (predominately e-invoices) — amounting to over 113,000 pages.

BENEFITS

Since implementing Esker, Arkadin has gained numerous benefits, including:

Reduced invoice processing time from 6 to 2 days

Improved DSO

Electronic archiving

Improved invoice tracking and sending guarantees

Regulatory tax compliance for e-invoicing in over 50 countries

Consistent pricing at all subsidiaries

"Esker is reactive on a daily basis and we are very pleased with our collaboration. Esker's company size and values closely resemble our own. Today our customer invoicing process works perfectly well and we are very confident for the future. Following its success in Europe, we deployed the AR solution in the United States and Australia and have recently implemented Esker's accounts payable automation solution."

Emmanuel de Monterno | Director of Information Systems | Arkadin

ABOUT ARKADIN

Arkadin is one of the largest and fastest growing unified communications and collaboration service providers in the world. Its collection of market-leading audio/web/video conferencing and unified communications solutions enables enjoyable collaboration experiences that are essential to success in a digitally connected global workplace. As an NTT Communications company, Arkadin's services are delivered in the cloud and backed by a cutting-edge infrastructure for premium service quality. Over 42,000 customers spanning the largest global enterprises to small businesses are supported locally in 19 languages through its network of 56 operations centres in 33 countries.

CS-EOD-UK-006-B