

ESKER'S VALUE TO ORDER MANAGEMENT

THE TOTAL ECONOMIC IMPACT OF
ESKER'S ORDER PROCESSING SOLUTION

To help businesses evaluate the potential financial impact of order management on their organisations, Esker commissioned independent research firm Forrester Consulting to quantify the value of Esker's Order Processing solution.

These are the results of the 2016 Total Economic Impact (TEI) study:

CUSTOMERS INTERVIEWED



Home Security Equipment Manufacturer



Medical Device Manufacturer

TOTAL COST SAVINGS & ROI

After interviewing two current Esker customers and creating a composite company closely parallel to what the two current customers described, Forrester Consulting calculated the following benefits:

237%
ROI

\$1
million
in benefits yearly

\$1.9
million
net present value

\$3.26
million
in total risk-adjusted
benefits

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Esker was the **lowest cost project** with the biggest bang for the buck we have ever done. It was a slam dunk.

CUSTOMER CARE MANAGER

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IMPROVED SPEED & EFFICIENCY

By accurately capturing order information as soon as a document arrives, validating it, and linking it back into the ERP system, the TEI results found that Esker significantly accelerates order processing times.

75% faster order processing
\$1.7 million in total risk-adjusted savings

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We were able to meet our 24-hour order processing goal through **greater visibility, reducing phone orders and eliminating order resubmissions.**

CUSTOMER SERVICE MANAGER

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INCREASED ACCURACY

The TEI results show that, by using integrated character recognition technology and cross-checking data against your existing databases, Esker's solution can quickly find and extract all relevant order data – reducing the potential for human error.

Error rate reduction from 2 down to **1.5%**

resulting in

\$1.56 million
in total risk-adjusted savings

A BETTER CUSTOMER EXPERIENCE

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Our satisfaction scores were lower than where we wanted them to be and midrange versus who we benchmark against. We are now **leading the pack**, and our [customer satisfaction] score has gone from 4.7 to 4.9 with the use of Esker.

CUSTOMER CARE MANAGER

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Free from manual data entry activities thanks to Esker, customer service teams are able to focus on delivering an improved customer experience.

Customers and staff are happier with:

- Increased visibility to overall sales orders
- Faster order processing speeds
- More value-added activities

HAPPIER, MORE PRODUCTIVE STAFF

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Our call centre team really likes the Esker solution. It has **reduced the amount of pressure** on the team and **lightened up the work** to a manageable level.

CUSTOMER CARE MANAGER

We have **gained the confidence** of our salespeople and customers because they know orders are processed quickly and have greater visibility into the entire process. Our salespeople are **very happy** with us because they can spend less time now following up on orders and **more time on closing new business.**

CUSTOMER CARE MANAGER

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LEARN MORE

Download the comprehensive report to learn more about the TEI of Esker's Order Processing solution.

Download