ESKER®

WALKERS

PROCESSING 90% OF ALL ORDERS WITHOUT ANY HUMAN INTERVENTION

WALKERS
PEPSICO

Walkers, a PepsiCo company, was looking for a simpler and more effective way to manage its order management process — particularly orders from small independent vendors who could not be set up with EDI due to complexity, time and resources required.

The company also wanted to free up its team of Customer Services Representatives (CSRs) from low-value activities like data entry to devote more time to strategic tasks like serving the needs of customers.

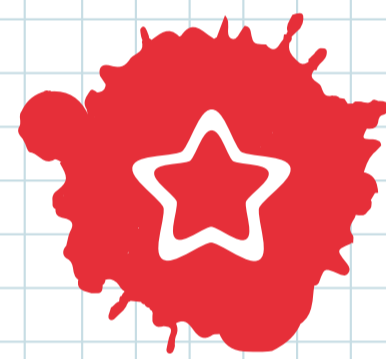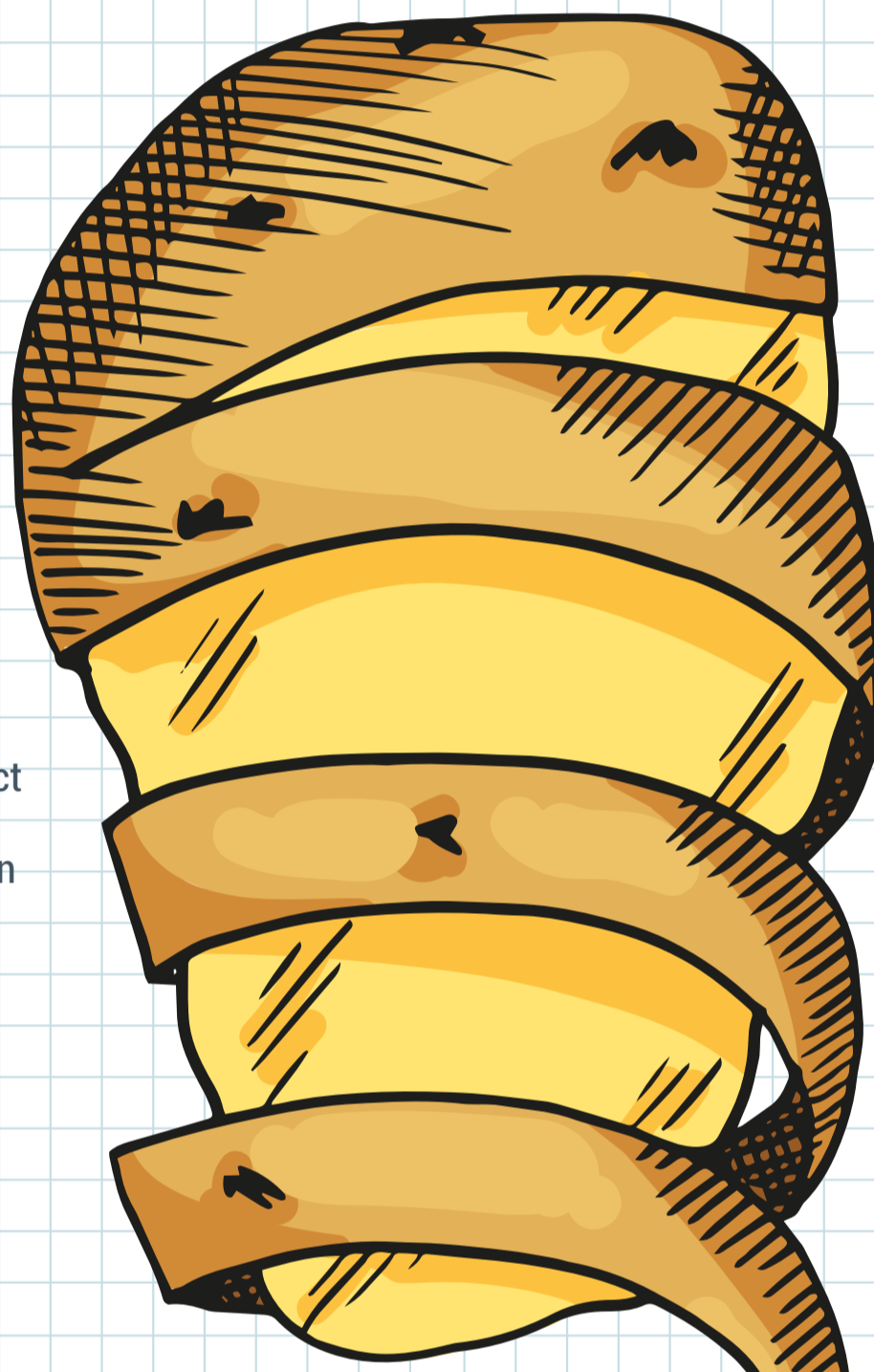**Here is a snapshot of their success story.**

Esker's cloud-based Sales Order Processing automation solution was selected and implemented in less than **3 MONTHS** thanks to the use of **AGILE METHODOLOGY**
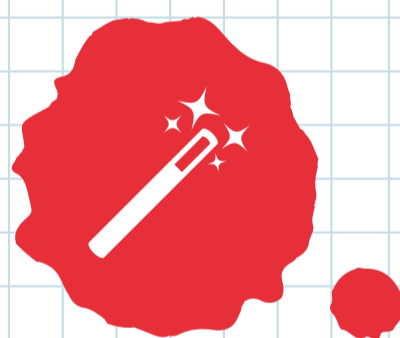
PROCESSING

Walkers is now able to receive customer orders in any file format (e.g. fax, email, EDI), which are then automatically routed to the correct CSR team based on product categories. Relevant data is extracted automatically through an intelligent recognition tool to create the corresponding sales order in the ERP system.
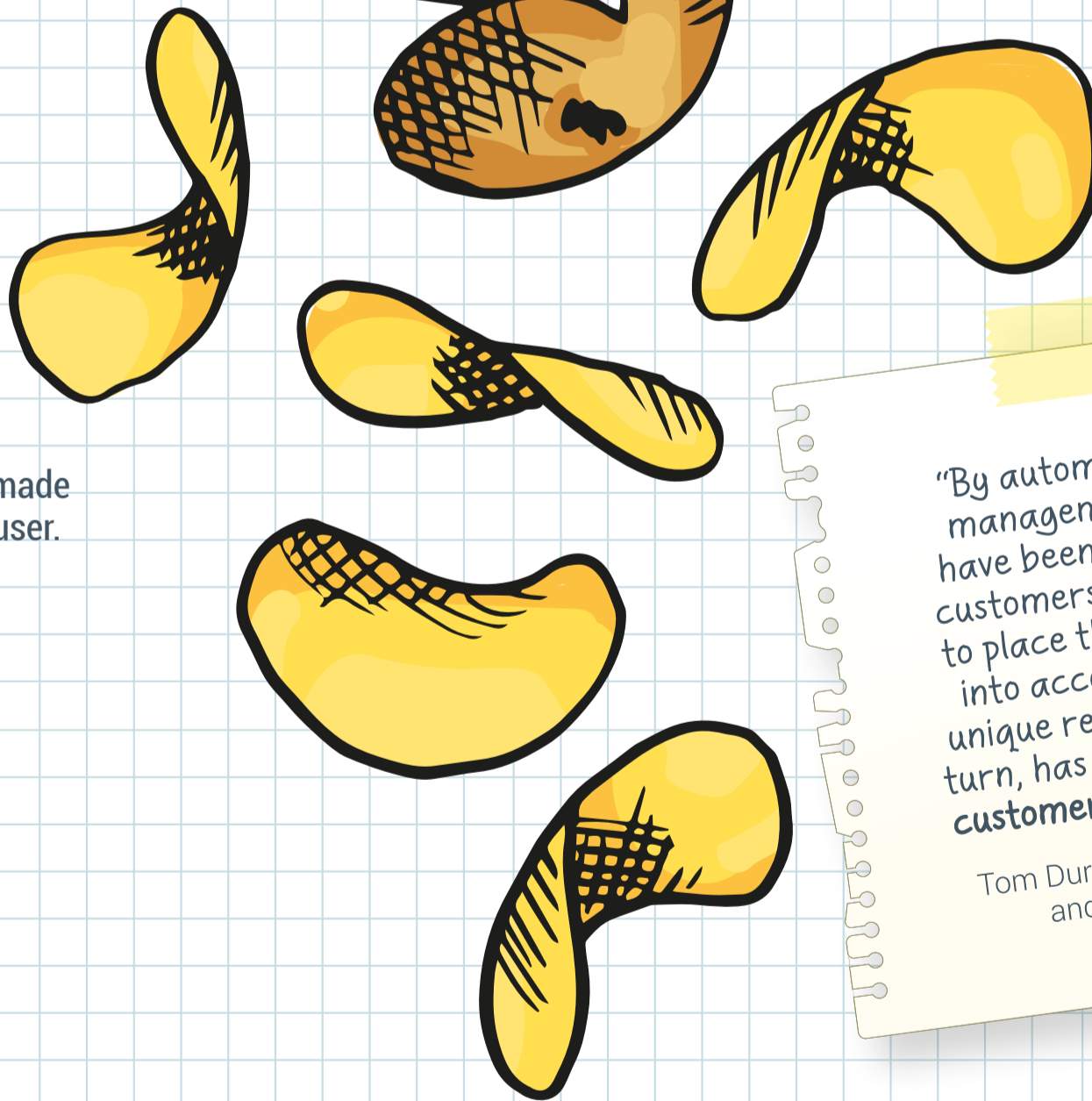
VERIFICATION

CSRs can now simply verify that the data has been extracted correctly or update any missing elements.

EXCEPTIONS

If any exceptions occur or approvals are required, the order is automatically placed into a workflow. Once approved, the order is electronically archived and made available to any authorised user.
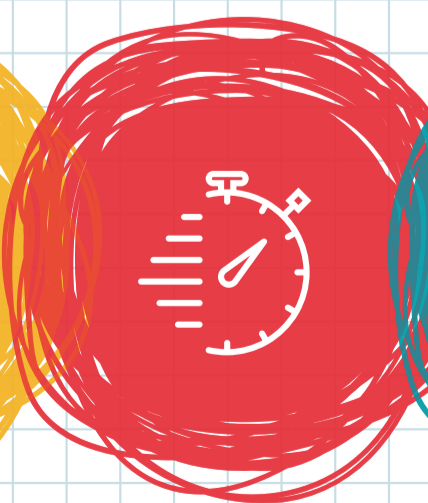
"By automating our order management process, we have been able to offer our customers a convenient way to place their orders, taking into account some of their unique requirements. This, in turn, has led to **an increase in customer satisfaction rates.**"

Tom Durance — Customer Order and Strategy Manager
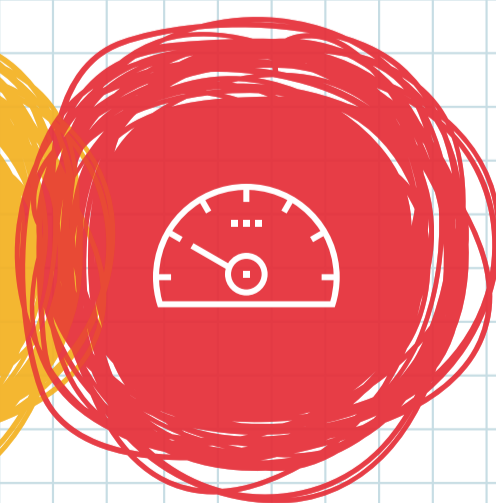
KEY BENEFITS

Increased data **accuracy rates**

Faster order processing **speeds**

Improved customer service **productivity**

100% visibility into order and issue management

Increased reporting and monitoring capabilities with KPI dashboard

LEARN MORE

Download the comprehensive case study to learn more about **Walkers.**

Download

www.esker.co.uk