



Visy Pty Ltd

Paperless Office Vision a reality for Visy Industries with the help of Esker



Visy Industries has grown since 1948 to become one of the world's largest privately owned packaging and recycling organisations. With some 25,000 customers and more than 24,000 invoices being manually distributed each month, even the strong team of 35 accounts receivable staff found they were spending far too many hours on paper intensive processes. VISY turned to Esker DeliveryWare to automate invoicing and make its paperless office vision a reality.

Configuration

- Servers: SAP UNIX platform
- Esker Deliveryware system: Esker DeliveryWare for SAP

Trifunovic added, "Esker DeliveryWare was the best fit for our existing back-office SAP system. Its seamless integration with SAP and superior compatibility was a definite selling point. We are strongly committed to recycling and due to the nature of our business we understand the value of paper for the environment. To find a solution which saved paper while also increasing our efficiencies was a real winner for our business."

The business challenge

In 2004, Visy Industries began realising the pressures of paper-based accounting process. As the business continued to grow and its customer base expanded, keeping track of records, generating invoices and receiving payments on time became an increasingly complex and time consuming process.

Sava Trifunovic, National Credit Manager at Visy Industries, recalled, "Sending out invoices by fax and post was not only time consuming but we were incurring large printing and mailing costs. All too often, 'floating paper' invoices were being misplaced, lost or never reached the person they were intended for. We weren't receiving payments on time and needed a solution to automate the invoice delivery process".

Specific issues faced

VISY had a clear criteria of what a new solution would have to be capable of achieving:

- Eliminate invoice paper
- Reduce delivery costs
- Reduce manual handling errors
- Reduce the number of late payments
- Improve customer service.

VISY reviewed a number of solutions before deciding on Esker DeliveryWare which stood out because of its ability to automate the exchange of its critical accounting documents and, in turn, improve many business processes.

Esker DeliveryWare - The business solution

Trifunovic commented, "We have more than 100 delivery truck drivers who deliver goods to customers and it is a necessary part of our business to have Proof of Delivery (POD) documentation. Previously, the drivers would collect paper receipts and 20 per cent of these would go missing. With the Esker solution in place, our drivers are now equipped with PDAs which the customer signs once the goods are received. An electronic receipt is then automatically sent to a central database so there's no chance of any POD going unrecorded."

"As soon as the PDA is signed, we are also able to automatically generate an invoice which is sent to the customer via their preferred method, which in most cases is email. This prompts the customer to pay as soon as possible."

VISY's accounts department was spending hundreds of hours collecting POD receipts and manually processing invoices. The process was taking many steps including printing and folding documents, applying postage, sending faxes and keeping records. "Our staff can now spend more time doing valuable work and concentrating on their areas of expertise", Trifunovic said.

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Delivering on ROI

Trifunovic said, "In terms of our return on investment, we let the results speak for themselves. Since implementing the Esker DeliveryWare we have:

- Eliminated invoice paper completely
- Reduced our delivery costs by half
- Achieved a time saving of an incredible 250 hours per week
- Reduced late payments by a minimum of five days
- Ensured that 100 per cent of proof of delivery documents are received."

"We have easily realised the business advantages and financial benefits of effective document management with Esker," Trifunovic commented. VISY now delivers invoices with 100 per cent reliability and without manual handling errors. "We no longer spend time resending invoices due to errors," Trifunovic added.

The money being spent on simple consumables such as ink, paper and envelopes was mounting up to a considerable cost for the business. Costs which were immediately eliminated when VISY began using Esker DeliveryWare.

VISY's customer service has improved as a result of Esker DeliveryWare. Trifunovic explained, "By electronically archiving each POD and invoice we have all the information readily available to us to accurately and quickly respond to customer queries."

"We have truly achieved our paperless office vision. A great accomplishment for our accounts team who are now alleviated from the time consuming paper-based processes which slowed down payments."

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