

ED&S (MK Electric)

A Part of Honeywell Automation and Control Solutions



ED&S is part of Honeywell's Environmental Controls and Combustion (ECC) business unit, itself a division of Honeywell Automation and Control Solutions (ACS), a \$37 billion diversified technology and manufacturing leader, serving customers worldwide with aerospace products and services; control technologies for buildings, homes and industry; automotive products; turbochargers; and specialty materials.

ED&S is the UK's leading manufacturer of circuit protection, wiring devices and cable management. ED&S consists of the MK Electric, Ackermann and Friedland brands and offers a host of integrated product solutions.

www.mkelectric.co.uk

Services

The Challenge

ED&S (a part of Honeywell Automation and Control Solutions) had already successfully worked with Esker to automate their sales order process. They improved the accuracy and speed of the order entry process to improve customer service and wished to extend this to the accounts receivable process and automate the invoice delivery with the same level of success.

Previously ED&S was using large amounts of paper within its invoice process which meant that there were specific areas that could be improved by eliminating the paper, such as: automating manual effort, modernizing internal processes, lowering costs, reducing delivery errors and accelerating cash collection.

When orders were placed with ED&S the invoices would be printed out, then manually sorted and batched (according to each individual customer), folded, stuffed into envelopes and finally stamped for delivery by postal mail. This meant that the whole invoice delivery process from the time it took to produce the final document to the time it was received by the customer was very slow.

Also, the manual process could be open to errors occurring from misplaced batching which could lead to possible invoice disputes. This impacted both internal productivity and customer relations.

The Solution

ED&S used Esker on Demand solutions to improve the processing of their customer invoices. Esker on Demand proved an attractive proposition as it was a simple pay-as-you-go model that allowed ED&S to avoid the high costs of implementing expensive in-house applications or having to take up vital resources of existing staff in order to deliver the business critical documents to their customers.

“ Having worked successfully with Esker for a number of years now in helping us to automate the management of our entire Order to Cash process, it was an obvious choice for us to extend this further to include customer invoices. We had already realized some great benefits from the Esker solution in enabling us to eliminate very paper intensive processes from our sales order management so it was an easy decision to look at automating outbound invoice delivery. ”

Jason Howell ■ Customer Service Development & Operations Manager ■ ED&S

The Benefits

Today, ED&S invoice files are sent directly from their SAP® enterprise resource planning application to the "on Demand" production facility at Esker where a hosted rule automatically receives, batches and intelligently reads the way in which the invoices are to be delivered to the ED&S customer. ED&S required the invoices to be sent via a mix of both postal mail and email at the customer's request but are proactively promoting the adoption of 100% electronic invoicing.

The ability to easily migrate from manual paper-based invoice delivery to electronic invoice delivery led to a number of benefits to improve the Order to Cash process:

- **Reduced bottom line costs** of the whole invoice process by 30%.
- **Error elimination** reduced the possibility of invoice disputes, improving customer relations.
- **Automated batch processing**, saving on time taken to manually sort.
- **Faster delivery time to customer**, accelerating payment cycles to reduce DSO.
- **Consolidation** of IT infrastructure.

“Esker has given us the ability to reduce the bottom line costs of our customer invoices by around 30%. This has been achieved through the time saved from eliminating 100% of the paper in the process.”

Jason Howell ▪ Customer Service Development & Operations Manager ▪ ED&S

Jason Howell, Customer Service Development & Operations Manager, ED&S, commented: “Having worked successfully with Esker for a number of years now in helping us to automate the management of our entire Order to Cash process, it was an obvious choice for us to extend this further to include customer invoices. We had already realized some great benefits from the Esker solution in enabling us to eliminate very paper intensive processes from our sales order management so it was an easy decision to look at automating outbound invoice delivery.”

“Esker has given us the ability to reduce the bottom line costs of our customer invoices by around 30%. This has been achieved through the time saved from eliminating 100% of the paper in the process, leading to minimal errors being made, quicker invoice processing from automated handling and allowing faster delivery to help accelerate payment cycles.”

Emmanuel Olivier, Chief Operating Officer, Esker, commented: “We have been delighted to be able to continue working with ED&S to further eliminate paper-based processes from their Order to Cash cycle. Esker prides itself on reducing the inefficient non-value add that paper documents cause within business processes and ED&S have always been very proactive in this area to maximize the benefits that can be gained.”

Olivier added: “We hope to further our relationship with ED&S and increase the benefits that can be gained for them by automating document processes in other areas of the business. Esker's vision is to help other organizations like ED&S to 'Quit Paper' entirely within their business processes and ultimately help accelerate the cash conversion cycle.”

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