

FDI Logbox centralizes and speeds-up worldwide delivery of over 300,000 annual invoices



less risk, more cash

For 25 years, FDI Logbox has been a specialist in customer client management services in France, and in 25 countries in Europe and North America. FDI Logbox proposes personalized solutions for the fashion market.

In 2009, FDI Logbox managed a volume of business of 650 million Euros, for more than 1500 international brands in the textile-clothing, shoes and lingerie, and, sportswear sectors, including Guess, Marc Jacobs, Celine, Kenzo, Liu Jo, Jimmy Choo, Gérard Darel, Lollipops, Kaporal, Michael Kors, and others.

www.fdi-logbox.com

Customer Credit Management

FDI Logbox, the leading customer credit management services company in Europe and North America, has selected Esker to automate the delivery of over 300,000 yearly invoices for its customers to clothing boutiques worldwide. FDI Logbox has been able to centralize mail services for all its subsidiaries, reduce the delivery time of its customer's invoices to 48 hours, and gain in productivity, flexibility and tracking.

Situation

Specialized in the "ready-to-wear" fashion industry, FDI Logbox addresses the needs of manufacturers selling directly to foreign-based retailers who do not have subsidiaries or importers. FDI Logbox offers solutions encompassing the entire account management process (guarantees, invoices and foreign credit collection), helping them to secure their outstanding debt, speed up their collections, and simplify the administrative work associated with import-export operations.

Every year FDI Logbox is responsible for sending over 300,000 invoices throughout the world for its customers, with major seasonal peaks due to the nature of the fashion industry.

Challenge

The monthly sending of invoices and accompanying letters required more than 10 people in the FDI Logbox subsidiaries to manually print, fold, stuff into envelopes, stamp and deliver the mail to the postal service. FDI Logbox was looking for a solution to automate and outsource the time-consuming procedures to:

- **Centralize customer invoices** in France and relieve its subsidiaries of laborious work.
- **Gain in productivity** by eliminating printing, stuffing, folding, stamping and postal delivery jobs.
- **Gain in reactivity** in order to send its customers' invoices quicker to clothing boutiques.

“As a customer credit management services company, the processing and sending of invoices is critical. We wanted to automate and outsource this activity in order to gain in productivity. In our search for a solution, Esker immediately stood out from the competition. As an experienced software vendor, Esker quickly understood our business requirements and perfectly responded to the scope of our needs.”

Myriam Boidé ▪ IT Director ▪ FDI Logbox

Solution

Once invoices are validated in FDI Logbox's business application, they are automatically sent to the Esker platform where they are stored until the reception of an accompanying letter.

Esker then seamlessly connects invoices to their letter and manages the printing, folding, stuffing into envelopes, stamping and delivery to the postal service from its production facilities throughout the world. Invoices submitted before noon are processed and handed off to the postal service within 24 hours.

Every morning, the FDI Logbox teams only have to verify that the invoices were correctly sent and identify those that were not sent due to missing accompanying letters.

Today Esker sends 60% of FDI Logbox's invoices, with an objective of 85% by the end of 2011.

“ Our priority is to concentrate on our core business of customer credit management, and not process paper. Thanks to Esker, we were able to eliminate mountains of invoices which we processed at the end of each month. We now have reassigned our teams to higher-value jobs, all the while decreasing invoice sending time to 48 hours. Esker is a true partner who accompanies us daily, offering an innovative approach and adapted solutions to meet our needs. ”

Myriam Boidé ■ IT Director ■ FDI Logbox

Benefits

Centralized invoice processing

Today all FDI Logbox subsidiaries' customer invoices are centralized in France and processed and delivered to an Esker production facility according to geographies: France, the rest of Europe, and the United States, thus enabling the subsidiaries to be relieved of time-consuming and onerous tasks.

Commitment to the sending of customer invoices within 48 hours

With the automation and outsourcing of sending invoices, FDI Logbox has gained in speed and efficiency and is now able to send its customers' invoices within 48 hours, as opposed to the previous process of sending all invoices at the end of each month.

Improved productivity

FDI Logbox has reduced the number of employees who manually process invoices and has reallocated them to customer account management. In France, for example, one person now oversees manual invoice processing as opposed to the four previously.

Flexibility and traceability

FDI Logbox also benefits from:

- **Increased mail sending capacity** on account of the Esker production facility infrastructure which enables FDI Logbox to better respond to peaks in volumes related to the fashion industry.
- **Improved tracking** due to status updates fed back directly into its business application.