

Bayer Spain Automates the Processing of Its Inbound Customer Orders with Esker

By eliminating the manual elements from order processing, the company aims to handle and process hospital orders within 24 hours of reception

Madison, WI — April 9, 2014 — [Esker](#), a worldwide leader in [document process automation solutions](#) and pioneer in [cloud computing](#), announced today it has been selected by [Bayer](#) in Spain to streamline every phase of order management using Esker's [Order Processing](#) automation solution. By automating 100% of the fax and email orders received from hospitals in Spain, the pharmaceutical company's objective is to ensure that orders are handled and processed within 24 hours of reception.

In order to meet its delivery commitment on hospital orders, Bayer sought a solution that would reduce the amount of manual order entry in its previous process. In 2013, Bayer processed over one million order line items — 11% of which were handled manually. After implementing Esker's Order Processing automation solution, Bayer expects to reduce this percentage and automate the processing of over 95% of its orders by the end of 2014.

“Our primary objectives are to eliminate time-consuming manual order entry, reallocate resources to focus on more value-added tasks and improve our customer service,” said Wolfgang Venus, Director of Customer Service at Bayer Spain. “Just three months after our implementation, Esker is electronically processing 87% of the orders sent via email and fax by Spanish hospitals. A few functional adjustments will soon enable the solution to manage the totality of orders previously handled manually.”

About Bayer

Bayer is a global enterprise with core competencies in the fields of healthcare, agriculture and high-tech polymer materials. As an innovation company, it sets trends in research-intensive areas. Bayer's products and services are designed to benefit people and improve the quality of life. At the same time, the Group aims to create value through innovation, growth and high earning power. Bayer is committed to the principles of sustainable development and acts as a socially and ethically responsible corporate citizen. In fiscal year 2013, Bayer employed 113,200 people and had sales of €40.2 billion.

About Esker

Esker is a worldwide leader in document process automation solutions. Addressing all types of business processes, from accounts payable and accounts receivable to order processing and procurement, Esker

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cloud computing solutions enable companies to automate the reception, processing and sending of any business document with one platform. Esker helps over 80,000 companies around the world to reduce the use of paper and eliminate manual processes while improving their productivity, efficiency and environmental impact.

With 41.1 million euros in sales revenue in 2013, Esker operates in North America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin. Esker is listed on the NYSE Alternext in Paris (Code ISIN FR0000035818). For more information, visit www.esker.com. Follow Esker on Twitter at twitter.com/eskerinc and join the conversation on the Esker blog at www.quitpaper.com.

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