

# bioMérieux, Inc. Automates Fax and Email Order Processing with Esker's SAP-Certified Solution

Rather than adding staff to accommodate growing order volumes, bioMérieux, Inc. turned to automation for a more scalable and streamlined solution

**Madison, WI — April 16, 2014** — [Esker](#), a worldwide leader in [document process automation solutions](#) and [SAP®](#) software solution and technology partner, announced today that [bioMérieux, Inc.](#), a world leader in the field of in vitro diagnostics, is integrating Esker's cloud-based [Order Processing](#) automation solution within its SAP environment to achieve fully electronic order management. As a result, bioMérieux increased the efficiency and productivity of fax and email order processing while maintaining current staffing levels to handle growing order volumes.

Prior to implementing Esker, bioMérieux used Microsoft Outlook to process 75,000 fax and email orders every year throughout its U.S. locations. Unfortunately, this was cumbersome for the team of Customer Service Representatives (CSRs) who had to manually handle, sort, enter, route and store the orders, as well as quickly find the documents when customer inquiries would come in. "We were looking for a more effective solution to increase our customer service level for order processing," said Jean-Mathieu Farret, Senior Manager for Customer Service. "Our older processes had too many manual touch points and we needed increased information transparency to support customer needs throughout their procurement cycle."

## Behind the Decision-Making Process

BioMérieux looked into solutions through a number of familiar industry vendors but was turned on to Esker after hearing about them from Esker customer, [MEDRAD, Inc.](#) Another deciding factor was that, as part of the purposed solution, Esker underwent a proof of concept (POC) evaluation before the final decision was made. "Esker was a game-changer for our order processing — the price, the presentation, the experience, the SAP certification. Their solution was perfectly aligned with our needs," said Farret. "Esker stepped up the challenge during the POC and exceeded our expectations. It was a way of confirming our initial confidence with them."

## The Results

Today, bioMérieux's entire order management process is automated, from the time an order is received to the time it is created in the SAP system. Esker's intelligent data capture technology accurately extracts order information while automated workflow routes the orders to the appropriate CSR. As a result, bioMérieux has achieved a number of significant benefits including:

*(continued)*

- Divided the average number of steps to process a fax/email order by half (from 8 to 4)
- Reduced the average amount of time to process a fax/email order from 8 minutes to 2 minutes
- Saved 53,000 euros in last half of 2013 with anticipated savings of 137,000 euros in 2014
- Managed growing order volumes without adding headcount
- More engagement and satisfaction out of order fulfillment team
- Fast and simplified solution delivery as a result of the [cloud model](#) and [agile methodology](#)
- Flexibility to leveraged solution to go beyond order processing (e.g., automate service contracts)

## About bioMérieux, Inc.: Pioneering Diagnostics

A world leader in the field of in vitro diagnostics for 50 years, bioMérieux is present in more than 150 countries through 41 subsidiaries and a large network of distributors. In 2013, revenues reached €1,588 million with 87% of sales outside of France.

bioMérieux provides diagnostic solutions (reagents, instruments, software), which determine the source of disease and contamination to improve patient health and ensure consumer safety. Its products are used for diagnosing infectious diseases and providing high medical value results for cancer screening and monitoring and cardiovascular emergencies. They are also used for detecting microorganisms in agri-food, pharmaceutical and cosmetic products.

## 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 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](http://www.esker.com). Follow Esker on Twitter at [twitter.com/eskerinc](https://twitter.com/eskerinc) and join the conversation on the Esker blog at [www.quitpaper.com](http://www.quitpaper.com).

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