



## AUTOMATING 100% OF CUSTOMER INVOICE DELIVERY WITH ESKER'S ACCOUNTS RECEIVABLE SOLUTION

After selecting Esker to automate the processing and delivery of all its postal invoices, GECITech extended its use of Esker to include sending invoices electronically via email or EDI in order to better respond to customer needs and improve internal performance.

### Background & Challenges

As a specialist in the manufacturing of flexible hose and stainless steel fittings, GECITech processes approximately 700 invoices per month. Previously, this process was done manually which, on average, represented 1,500 pages to print, fold, stuff and stamp. This time-consuming and often error-prone process took three full-time employees over a day-and-a-half each month to manage.

To resolve these issues, GECITech first contacted Esker in 2012 as a way to modernize the processing and delivery of its postal mail and eliminate its printing and mailing equipment using the Esker Mail Services solution.

#### Extending the use of Esker

Increasingly, GECITech's customers have been requesting to receive their invoices in electronic format for speed and simplicity reasons. To meet this growing need, and following the success of Esker Mail Services, GECITech extended its existing solution to include sending invoices electronically via email or EDI, and offer document archiving for all delivery methods.



Our goal is to eliminate the maximum amount of paper in our company, including all paper archives, and put in place a fast and reliable solution for our customers. Esker has given us that.

Alain Favre — CEO

### Solution

Thanks to Esker's Accounts Receivable automation solution, GECITech now has the option to deliver customer invoices by:

- **Postal mail:** Esker manages the printing, folding, stuffing, stamping and delivery of all paper invoices to the postal service via Esker Mail Services.
- **Email:** Esker automatically delivers invoices by email, either in attachment or via link to a web portal.
- **EDI:** A customized process is developed to facilitate the invoice transmission between a customer's accounting system and GECITech's system.

Using predefined rules, Esker automatically handles unique invoice cases that may have previously added a great deal of complexity to the process (e.g., when a billing address is different from a mailing address, etc.). GECITech also uses Esker's virtual printer to send surveys, marketing or commercial mailings.

"We selected Esker based on its experience in document process automation, its partnership with our Cegid ERP system and its ability to offer full document traceability," said Alain Favre, CEO at GECITech. "We also appreciate the professionalism of the Esker teams, as well as the flexibility of its solutions."

### Benefits

The implementation of Esker's Accounts Receivable automation solution has enabled GECITech to gain numerous customer service benefits, including:

- **Decreased risk of errors:** Incorrect postal addresses can now be corrected before they are sent.
- **Faster availability of electronic invoices**

In addition to improving customer service, Esker was well received internally as it saves considerable time and brings transparency to the billing department. Benefits include:

- **Cost savings:** With fewer consumables, no hardware maintenance and lower postage costs (thanks to Esker's reduced rates), GECITech has achieved a significant amount of savings.
- **Time savings for accounting:** Where it previously took three employees over a day-and-a-half to print, stuff, fold and stamp all the monthly invoices, it now only takes one AR manager 15 minutes.

"Everyone who works with the Esker solution, employees and customers alike, appreciate its simplicity, usability and effectiveness," said Favre. "Esker has enabled us to deliver a superior level of service quality to our customers. The amount of speed and transparency in the process are two key elements that will allow us to achieve our objective of zero paper in the future."

## Future plans

GECITech plans to expand electronic document processing and exchange with all its customers, as well as other subsidiaries, in 2014. The company is also considering automating other critical business document processes with Esker.

### About GECITech

For over 20 years, GECITech has specialized in the manufacturing of flexible hose and stainless steel fittings for the Food, Pharmaceutical, Biotechnologic, Cosmetic and General Processing industries. The company produces a complete range of flexible hose including Silicone, EPDM, Nitrile and PTFE. With over 100 employees and 15 million euros in sales revenue, GECITech is based in Lyon, France, and has two subsidiaries in the U.S. and Japan, as well as a distribution network in over 40 countries.

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