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REDUCING ORDER PROCESSING COSTS BY 43% WITH CORBUS' CPC CENTER AND ESKER'S CLOUD SOLUTION

The partnership of Corbus LLC and Esker has led to significant cost, efficiency and productivity savings for both Corbus and one of its largest, most influential clients.

Project Background

For over 20 years, Corbus LLC has operated in the business process managed services (BPMS) market, helping its clients reduce costs in the supply chain, increase productivity and deliver higher levels of customer satisfaction. The essential element of Corbus' strategy is to bring best practices and innovative technologies to the BPMS space.

Addressing a key client's needs

Recently, Corbus found itself at a bit of an impasse. One of its most prominent clients – the world's largest packaging manufacturer of consumer goods – had challenged the company to deliver further operational improvement and cost savings. The client was developing new product innovations and expanding into new markets, and looked to Corbus to assist with supporting the customer service operations expansion.



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Stephen Meyer — BPA Specialist

Stephen Meyer, BPA Specialist at Corbus explains: "Prior to Esker, we were doing everything our clients required, including meeting established SLAs and KPIs. But in order to meet the requirements of this particular client, we realized we needed to analyze the order processing automation solutions available."

To respond to the client's challenge, Corbus needed to find an order automation solution that could address the following issues:

- Large number of customers submitting manual orders
 - 1,000 customers (some with fax only)
 - 1,500 orders per month
- Workflow that was high in cost, low in productivity
 - 7 domestic staff keying in orders
 - Peaks and valleys in order volume
 - Lengthy multi-page orders (some handwritten)
 - Data entry errors, leading to rework
 - Lack of visibility into orders not entered into SAP
 - No consolidated location to store documentation

"When we would receive fax and email orders from the client's customers, our staff would have to print out a document or retrieve a document from the fax machine, take it back to their desk, and literally go through it line by line, page by page," said Meyer. "It was an extremely inefficient and time-consuming process."

Order Processing Automation

Corbus identified Esker's cloud-based Order Processing solution as a proven automated offering that fit 100% of the project requirements for both Corbus and its client.

About Esker's cloud-based solution

Esker's Order Processing solution takes the pain out of traditional order management by removing virtually all manual touch points – from reception of an order to its creation in the ERP system to electronic archiving – allowing orders to be quickly processed and tracked in real-time, regardless of how they arrive, with complete accuracy, visibility and efficiency.

Conveniently, the solution can be deployed as an on-demand service to simplify user training, lower infrastructure costs, and consolidate processes across multiple locations.

How it works for Corbus

Esker had to fulfill a number of requirements to ensure the project was delivered on time and within budget. For starters, the solution had to integrate within the existing infrastructure, which included the client's SAP® system. As a SAP certified software and technology partner, Esker was able to accomplish this with ease. Secondly, Esker was also flexible enough to work with the Corbus CPcenter, which is the entity used to describe the managed services provided by the Corbus order-to-cash (O2C) team.

Now, instead of needing up to 10 manual steps to go from order reception to order fulfillment, Esker makes the process simple, streamlined and, most importantly, paper-free:

1. Orders are received via fax or email.
2. The orders are received by the CPcenter and forwarded to Esker's system for scanning and data-integrity checks, eliminating the need for manual data entry.
3. The CPcenter reviews the Esker-prepared data and makes any final edits, if necessary.
4. The order data is then archived in an encrypted database and submitted to SAP for approval.

"The time savings and productivity increases have been huge," said Meyer. "People were previously spending three-quarters of their day doing manual order entry tasks, and now, Esker simply grabs the document automatically, reads it, and we have the team validate them. It saves time while allowing our staff to focus more on customer service opportunities."

Benefits After Implementation

Both Corbus and its client have received significant benefits from the implementation of Esker's cloud-based Order Processing automation solution, including:

- **Reduced the cost-per-order by 43%**
- **Accelerated cycle time** by eliminating manual data entry
- **Improved visibility** into orders that are received but not entered into the SAP system
- **Removed risk of order entry delays** during peaks in order volume
- **Reduced data entry errors** at order acquisition/data scan errors corrected prior to SAP upload
- **Early identification** of pricing and transportation errors that caused delays in prior steps
- **Ability to store orders and documentation emails** for research in a single, easily accessible location
- **Repurposed staff** to higher value-added customer service duties and problem-solving tasks

Praise of Esker's support

In addition to the benefits Esker delivered, Corbus was equally pleased with how smooth the implementation went, along with the level of support Esker provided throughout — especially considering the tight timeline and specific project requirements that needed to be met.

"We had a project timeline of four months, which included a lot of specific requirements from our client, and Esker delivered on all fronts," said Meyer. "The team's ability to 'roll with the punches' made them really great to work with. They knew the language of both our company and our client, and that contributed greatly to the success of the entire project."

About Corbus LLC

Corbus LLC, is a global solutions provider offering services that include: Sourcing and Procurement, Business Process Management (BPM) and Information Technology (IT). Headquartered in Dayton, Ohio, Corbus operations span the globe with execution teams in North America, Europe, India and the Asia Pacific markets. These teams provide business process managed services that often involve the processing of large amounts of paper-based documents for supply chain work cycles of order-to-cash (O2C) and procure-to-pay (P2P).

Corbus is part of Soin International LLC, a private multi-national holding company that provides strategic management, administrative systems, and financial support to a diverse array of worldwide subsidiaries and affiliates.

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