

# Esterline

## IMPROVING OVERALL EFFICIENCY AND SCALABILITY IN ORDER PROCESSING WITH ESKER

Esterline's Kirkhill-TA facility in Valencia, CA, successfully leveraged Esker's Order Processing automation solution to streamline the management of 12,000 annual orders.

### The Challenge

Increasing competitive pressures in the aerospace industry have forced many to do more with less. Esterline's Kirkhill-TA facility, a leading manufacturer of clamping systems for civilian and military aviation, set its sights on order processing as an area with potential for eliminating waste and added-value gains.

#### Addressing manual processing

Prior to implementing Esker, every customer order received was printed out regardless of how it arrived (e.g., fax, email, etc.). From there, the hard copy purchase order was reviewed and the order was manually entered into the company's ERP system. Following order entry, the paper documents were moved to another individual for post-entry audit, where the order documents would be manually scanned and saved to an archive for a period of 10 years.

"Even though order storage was already digitized, we were still moving a lot of paper around when it came to document retrieval, printing, delivery and scanning," said Larry Levey, Customer Service Manager at Esterline's Kirkhill-TA facility. "Our organization is very dedicated to 'lean' practices so it made sense to pursue a solution for improving order management."



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Larry Levey – Customer Service Manager

### Choosing Esker

Esterline's Kirkhill-TA facility looked at approximately five other vendors during the decision-making process, with Esker ultimately winning out.

For Levey, one of the biggest deciding factors was attending the Esker Americas User Conference (EAUC) with Bill Brooks, IT Manager at Esterline's Kirkhill-TA facility. "It became clear very quickly that Esker was far and away superior to any other solution we looked into — particularly in terms of functionality and ease of use," said Levey. "EAUC was a great learning opportunity for us, and even led to an onsite visit to Applied Medical to see what Esker was doing for them."

### The Solution

Esterline's Kirkhill-TA facility in Valencia, CA, selected Esker's Order Processing automation solution as a way to streamline how it managed an annual volume of over 12,000 customer orders.

#### How it works

Using Esker's scan, file and archiving capabilities, Kirkhill-TA has eliminated the paper out of its process. Incoming information is captured by Esker and presented to the Customer Service Representative (CSR) in a dual-screen mode. At this point the CSR can verify that the order is correct and key it into ERP where it's linked to an order image for quick retrieval during audits.

### Benefits Achieved

- **Faster processing:** Based on its own internal studies of processing time, Esterline's Kirkhill-TA facility is saving 4-5 minutes per order with Esker (a savings of 800-1,000 hours annually).

- **Improved productivity:** Fewer manual processing tasks allow employees to focus more time on meeting the aerospace industry's stringent compliance requirements.
- **Business scalability:** Esterline's Kirkhill-TA facility has been able to handle increasing order activity while maintaining current staffing levels.
- **Future improvements:** With Esker's flexibility, Esterline's Kirkhill-TA facility can expand the functions of the order processing system to actually include data capture for import into its ERP system. Other opportunities have been identified to extend its use of document automation to other areas of the business as needed.

Commenting on the solution delivery process, Levey said: "Implementation went very smoothly and satisfaction with the solution continues to be high. I don't remember the last IT project that was on time and within budget but Esker delivered. They exceeded our expectations."

## Future Plans with Esker

Esterline's Kirkhill-TA facility already plans to expand the use of Esker's Order Processing automation solution to its facility in Brea, CA, as well, which has a similar order process flow to Valencia but with larger order volumes (20,000-25,000 orders processed annually).

Esterline's Kirkhill-TA facility also recognizes opportunities to leverage Esker on the financial side for automation in accounts payable and accounts receivable. Levey added, "The push to expand lean processes within the organization is going to continue. Esker has a high level of visibility now because of its benefits so the door for further process improvement is definitely still open."

### About Esterline

Esterline Corporation is a leading worldwide supplier to the aerospace and defense industry, specializing in three core areas: Avionics & Controls, Sensors & Systems, and Advanced Materials. Operations within the Avionics & Controls segment focus on high-technology electronics products for military and commercial aircraft and land- and sea-based military vehicles, secure communications receivers, systems and components, specialized medical equipment, and other industrial applications. The Sensors & Systems segment includes operations that produce high-precision temperature and pressure sensors, electrical power distribution equipment, harsh-environment connectors and other related systems principally for aerospace and defense customers. Operations within the Advanced Materials segment focus on technologies including high-temperature resistant materials and components used for a wide range of military and commercial aerospace purposes and combustible ordnance and electronic warfare countermeasure products.

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