

Enotria&Coe

ENOTRIA&COE

GAINING REAL COST AND TIME SAVINGS WITH AUTOMATED ORDER PROCESSING

CHALLENGES

When Enotria acquired competitors Coe Vintners to form Enotria&Coe it quickly realized that, by doubling the size of the business, it was going to have a very significant impact on sales order workload.

Having an automated sales order solution in place quickly was of paramount importance, as Enotria&Coe was struggling to effectively manage the increased workload. For organizations that process a large amount of orders manually, workloads are not only labor intensive but also very time-consuming and costly due to a high volume of data input errors. Enotria&Coe was processing around 7,500 orders per month this way, and needed to replace its existing manual processes as soon as possible.

CHOOSING ESKER

Enotria&Coe contacted Esker with an initial order automation request, and upon responding to this inquiry, Esker and Enotria&Coe were able to quickly identify that automation could help manage the increased order volume without having to increase headcount.

ELIMINATED A HIGH VOLUME
OF DATA INPUT ERRORS



*"Esker has enabled us to minimize data input errors and make our team more productive. Before Esker, we were spending **45 minutes** to input one of our customer's multiple line orders, but this **has been reduced to under one minute** with just a couple of simple clicks of a button using the automated sales order solution."*

Venn Luscombe-Mahoney | Head of Technology

*"We were in production just 10 weeks from the initial meeting, which was a great achievement as time was of the essence – we have been amazed at how quickly Esker has been able to react to our requirements. With Esker's Order Processing automation solution, **we are now managing double the workload without having to double our workforce.**"*

Venn Luscombe-Mahoney | Head of Technology



*"Over the coming months we will continue to work very closely with Esker and move into the second phase of our project, which will allow us achieve our ultimate goal of becoming fully automated with all document processes and **further enhance the business benefits that have already been gained for Enotria&Coe.**"*

Venn Luscombe-Mahoney | Head of Technology

ABOUT ENOTRIA&COE

Enotria, founded in 1972, quickly became a leading player in the exceptional wines market after merging with competitor Coe Vintners in August 2015. Coe Vintners, founded in 1930, was a U.K. leading wholesaler of premium on trade champagnes, wines and spirits. Together, Enotria&Coe is set to become the market-leading drinks distributor to the U.K. trade.

With over 270 employees, 100 of which are located at their head office in London, and a strong sales team spread nationwide, Enotria&Coe currently has 300+ suppliers and 4,200+ customers supplying wines and spirits from all over the world.

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