SOLUTION SUMMARY

COLLECTIONS MANAGEMENT AUTOMATION

ELEVATE YOUR COLLECTIONS STRATEGY TO THE NEXT LEVEL.

Esker's Collections Management solution combines process automation and CRM properties to streamline the entire collections process and bring AR leaders the visibility needed to properly manage their receivables. All stakeholders involved in collections benefit from a user-friendly interface, automated tools and customisable dashboards to collaborate more efficiently, work smarter and get paid faster.

Why Automate with Esker?

REDUCE DSO

by automating your collection strategy with tools for invoice delivery & follow-up, rule-based collections tasks lists & more.

EMPOWER YOUR AR TEAM

with automation technology that gives staff more time to focus on strategic customers or high-level reporting.

GET REAL-TIME VISIBILITY

into your receivables & collections performance with customisable dashboards & built-in KPIs.

IMPROVE CUSTOMER RELATIONSHIPS

with automated tools designed for the customer experience, including customer portal, intelligent collection & dispute management.

HOW IT WORKS

Esker's Collections Management solution helps companies embrace digital transformation without replacing their core collections processes by eliminating manual collection pains, accelerating payments and empowering the AR department.

COLLECTIONS PROCESSING

Pre-defined collections strategy is automated to deliver all reminders by email or mail and provide users with real-time to-do lists.

CENTRALISATION

Acting like a CRM solution, all post-sales related information is stored and accessible anytime, anywhere. (e.g., customer data, PDF invoices, collection calls history and notes, disputes, tasks, etc.)

PERFORMANCE MONITORING

Financial tools, KPIs and customisable reports make it easier to monitor and share collections performance within the organisation.

CUSTOMER SERVICE

Customers can retrieve their invoices and account statements, send messages, dispute invoices or pay online.

SOLUTION FEATURES

Esker's 30+ years of field experience and dedication to product development is the key to our Collections Management solution's continued innovation. Below are some of the most prominent features behind the benefits:

PROCESS AUTOMATION

By automating the delivery of all reminders and reports and prioritising collection tasks according to pre-set rules and customer segmentation, Esker helps AR teams to focus on what really matters and get cash back in faster.

DISPUTE MANAGEMENT

Esker's Collections Management solution facilitates invoice-related issue resolution such as disputes or deductions with the ability to create and assign tasks to ease collaboration between all stakeholders and speed-up issue resolution.

DASHBOARDS & ANALYTICS

Esker's solution is equipped with intelligent dashboards displaying real-time KPIs to monitor collections performance (e.g., aging reports, collections forecast, total past due, disputes, DSO, etc.). Customisable reports can be easily and automatically shared with stakeholders to expand the cash culture within organisations.

CREDIT RISK MANAGEMENT

Esker's solution guarantees that risky customers are closely monitored by integrating credit data from customers credit agencies and creating alerts when a customer's situation becomes critical.

CUSTOMER PORTAL

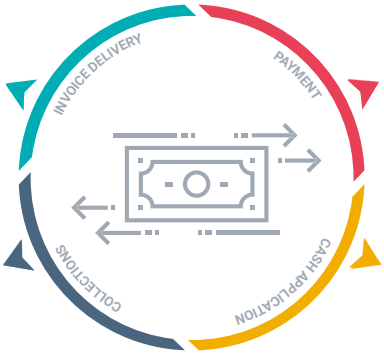
With a 24/7 access to their invoices, account statements, messages and payment options, Esker's customer portal gives customers the level of autonomy they expect and save collector's time resending duplicate invoices. Both users and customers benefit from a greater user experience.

AN INTEGRATED SOLUTION

Not only does Esker's Collections Management solution integrate with any ERP system, but it can also integrate with Esker's Invoice Delivery and Cash Application solutions to better manage the entire AR process. Collectors can ensure an invoice was properly delivered before calling a customer and collections calls are instantly deleted as soon as a payment is allocated.

WANT TO AUTOMATE YOUR ENTIRE AR PROCESS?

Collections is just one part of your AR process. Esker's Accounts Receivable software solution removes the all-too-common obstacles preventing today's businesses from collecting receivables in a timely manner. From invoice delivery to cash application, Esker automates each and every step of the way to deliver the smartest end-to-end solution to speed up your cash collection cycle.



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