

P2P DIGITAL TRANSFORMATION WITH ESKER: AWE-INSPIRING CUSTOMER RESULTS

HOW AUTOMATION CHANGED THE GAME FOR THESE COMPANIES



MAKING MANUAL PROCESSING A THING OF THE PAST

Today's business landscape is ever-evolving, tech-driven and increasingly competitive, making it even more important for organizations to become as efficient and agile as possible. But strangely enough, a majority of businesses have yet to realize the strategic value and competitive edge that could be achieved by digitally transforming procure-to-pay (P2P) functions.

What's so bad about using paper-based, manual methods, you ask? Where to start ... Between the time and money wasted on manually entering data and printing, filing and mailing paper invoices, the lack of visibility, and the slow approval times, manual processes keep businesses from reaching their full potential and ultimately put them a step behind the competition.

But as times continue to change, more and more organizations are waking up to the potential benefits of adding AI-driven automation to their P2P processes. And those who have chosen to digitize aren't looking back.

In this eBook, you'll get an overview of the top benefits Esker customers have achieved upon implementing our P2P automation solution. You'll see customers' actual, transformative results as well as one company's complete P2P digital transformation success story.



ACCORDING TO OUR CUSTOMERS, ESKER'S FLEXIBLE AND ERP-COMPATIBLE PLATFORM PROVIDES A BEST-IN-CLASS SOLUTION THAT AUTOMATES EVERY CRITICAL PHASE OF THE P2P CYCLE AND DELIVERS COST-SAVING, EFFICIENCY-BOOSTING RESULTS.

AND IN THEIR WORDS,
IT'S A GAME-CHANGER.



IMPROVED BUSINESS EFFICIENCY & PROCESSING SPEED

Automating end-to-end P2P cycles and eliminating manual processing creates a more productive work environment and streamlines workflows — allowing for faster, more accurate invoice processing. These customers know exactly what we're talking about.



Achieved **70% faster invoice processing**



50% faster processing time from invoice reception to document validation



Reduced 80% of paper use, as users no longer need to print hard copy receipts

Automates 36,000 annual supplier invoices at its SSC

"We are now able to track productivity and better manage our resources thanks to Esker's dashboard and reporting capabilities. Esker has also helped us streamline our processes and ensure a consistent work standard."



90% of invoices processed in one click, without any human intervention



30% in additional savings each month thanks to 50% increase in early payment discounts captured

60% increase in productivity, going from 57 invoices per-day/per-user to 92 invoices per-day/per-user



Reduced processing time by **at least 40%**

"Our AP process has significantly improved in the past eight months since implementing Esker. Our procurement operation business no longer worries about payment delays, reduced efficiency or supplier complaints."



Number of invoices awaiting approval **divided by 10**

Increased productivity by **1.6 FTEs**

3x faster vendor invoice approval times



Reduced processing time, 88% of invoices require no human intervention

Increased productivity, with invoice processing time **reduced by 6 days**

Increased AP direct confirmation process (**up to 80% from 60%**)



INCREASED VISIBILITY & TRACEABILITY

You can't change what you can't measure, but with Esker's P2P automation, tailored dashboards allow businesses to keep a close eye on cash, track productivity and measure KPIs that impact your bottom line most. These companies are currently reaping the benefits of complete process transparency.

JCDecaux

Enhanced visibility with **all information centralized** and available on one platform and **one solution interface**

"Before Esker, it was difficult for us to keep track of things and retrieving documents was a nightmare.

Now with Esker's P2P solution in place, we not only have full process visibility, but we are also able to put internal processes in place."



Increased visibility into important invoice information and more effective management of staff through **real-time KPIs**, including:

- Who is posting invoices
- Average number of invoices posted per user
- Average time to post an invoice per user
- Where additional resources are needed



Better traceability and dispute resolution through **accurate process monitoring**



"With full visibility we are able to check on invoice status in real time. Esker has **significantly reduced a lot of the manual work**, including searching for physical documents which took up a lot of our time."



ENGEL & VÖLKERS

Fast and traceable approval with workflow residing outside the SAP systems. Email-supported approval can be centrally based and approval takes place locally at the respective sites



Partstown

Increased visibility **into important invoice information** (e.g., what invoices still need to be processed/paid, which vendors have a discount date coming, etc.)

SONY

Invoice submission and approval status is tracked, providing visibility on accrual amount for invoices that have not yet been approved



"We now have tighter constraints on what's being put through. **It's made our managers very happy** as they have visibility and control of their costs."



STRENGTHENED SUPPLIER RELATIONSHIPS

Relationships with suppliers can have costly impacts on a company's financial health and reputation, and when they're managed manually, more complications are bound to arise. These companies were able to bolster their vendor relationships with the help of Esker automation.



Improved communication with Esker's **supplier portal**



"Esker's solution has been **extremely beneficial to the day-to-day life of our accounting teams**. Responsibilities are no longer defined by tasks, but by suppliers, enabling the teams to work better together without silos."



Supplier relationships and cash flow are improved thanks to an increase in on-time payments

Decreased payment delays as invoices are sent in real time rather than at the end of the month



"Esker's collaborative solution has not only brought our employees closer, but our suppliers as well. We no longer spend time on manual data retrieval or looking for physical documents. I am now able to focus on key tasks with **all the information I need in one place!**"



Improved relationships with suppliers as invoices are not lost and **always paid on time**

Orientis Gourmet

Improved supplier relationships thanks to on-time payments and a **convenient web portal** providing suppliers with real-time visibility on outstanding invoices and payments



Achieved a **95% on-time invoice payment rate**, which has helped improve vendor relations and enhance company reputation



Increased supply chain efficiency thanks to improved vendor relations and service, with faster and more accurate information on outstanding invoices



"Custom dashboards help us assess our process and allow us to **better communicate and collaborate.**"



REDUCED OPERATIONAL COSTS

One of the most obvious benefits of digitally transforming P2P cycles is the money saved on the elimination of paper and manually processing paper invoices. When it's all said and done, automation can lead to some pretty impressive savings on operational costs. See for yourself!



VALDESE
Heavers

\$40-50,000 in annual savings thanks to drastic reductions in paper and postage costs

\$18,000 in annual savings thanks to less time spent on manual tasks

"Esfer gave us everything we needed in terms of cost reduction and better document storage. We now have a single platform helping us control multiple processes."



Reducing the number of outstanding **AP accruals by \$8 million**, gaining an additional **\$29,815 in discounts** and cost savings **equal to 3 FTEs**



"It is important to look for efficiencies whenever possible, particularly in difficult economic times. **Automating business processes improved profitability** and delivered a clear business advantage."



Reduced costs on consumables related to invoice printing and photocopying



Reduction of overall costs throughout the P2P process

Elimination of IT infrastructure and administration costs



Digitally archived 100% of invoices, which has helped free up office and warehouse space, leading to lower operational costs and fewer manual processing tasks



No additional headcount needed to handle invoice volumes



Saved time and money previously spent on responding to invoice status calls



BONUS RESULTS

The benefits don't stop there, folks. In addition to improved efficiency, visibility, supplier relationships and cost-effectiveness, there are a multitude of other direct and indirect benefits that Esker's P2P automation can help businesses achieve. Here even more impressive results from our customers.



"The Esker solution is **so easy to use**. I use it from my phone all the time. It not only helps us approve invoices faster, but it also gives greater visibility into who's approving invoices and how quickly they're doing it."



Increased staff job satisfaction as invoicing teams are now able to focus on higher value tasks



"Esker was, by far, the **most professional and organized team I've ever partnered with**. We knew what we wanted and what was required to achieve it. Their team made sure we got everything we needed in a solution — invoice delivery, workflow, reporting and ease of use. It was the best project I've ever been a part of."



LUXASIA

Cross-border support — Esker's multilanguage capabilities enable the reading and processing of invoices in **over 120 languages**



"Even if somebody is out of the office, invoice approvals can be done anytime, anywhere with Esker's mobile application."



Easy invoice retrieval — electronic invoice format can be attached to the accounting booking entry, enabling quick retrieval of invoices for audit purposes



"We'll **no longer be missing out on early payment discounts**. That's a huge value."



Expedited and easy user training for all departments, thanks to the user-friendly interface



Improved compliance thanks to individual workflows, depending on company code, cost center etc., that align with internal rules

P2P SUCCESS SPOTLIGHT: PET LOVERS CENTRE

INDUSTRY: RETAIL | ERP: SAGE ACCPAC

BACKGROUND

Pet Lovers Centre is a pet retail and service chain in Singapore, Malaysia, Thailand, Philippines, Vietnam and Brunei. Manually processing 8,000 invoices each month with purchase orders (POs) generated outside of its SAGE ERP system, Pet Lovers Centre found it difficult to match POs and invoices. In an effort to improve the speed and visibility in its invoicing process, Pet Lovers Centre turned to Esker to automate accounts payable (AP).

SOLUTIONS

Esker's Accounts Payable automation solution eliminated the company's manual pains of traditional AP processing thanks to intelligent capture, touchless processing and electronic workflow capabilities.

Once AP automation was put in place, Pet Lovers Centre realized that Esker could also help improve its purchasing process. Previously, staff spent too much time locating missing documents. Now, with Esker's Purchasing automation solution, all documents, including purchase request approvals, are all located in one place and processes are much more efficient.

By automating the procure-to-pay (P2P) process, Esker has delivered end-to-end efficiency to Pet Lovers Centre. Communication with suppliers has improved thanks to Esker's supplier portal: Suppliers can now check payment status and history directly on the portal and calls to Pet Lovers Centre's AP specialists have been significantly reduced.



ESKER'S AI-BASED RECOGNITION HAS SIGNIFICANTLY REDUCED MANUAL WORK. WE CAN NOW FOCUS ON IMPROVING OTHER FACTORS WITHIN OUR DEPARTMENT RATHER THAN HANDLING MANUAL WORK. THE INTERFACE IS VERY USER-FRIENDLY AND EASY FOR NEW EMPLOYEES TO USE RIGHT OFF THE BAT, WHICH HAS HELPED US SAVE TIME IN NEW HIRE TRAININGS.

WYNONA HO | ACCOUNTS PAYABLE
MANAGER



GOING PAPERLESS AND HAVING ALL DOCUMENTS AND COLLABORATION IN ONE PLACE HAS REALLY HELPED US WORK MORE EFFICIENTLY ON A DAY-TO-DAY BASIS. WITH FEWER FILING CABINETS NEEDED TO STORE PRINTED DOCUMENTS AND LITTLE TO NO PAPER LYING AROUND, OUR OFFICE LOOKS MUCH CLEANER! **THE VALUE THAT WE GET FROM USING ESKER'S P2P SOLUTION IS JUST PRICELESS.**

NG WHYE KEONG | GROUP DIRECTOR

THE BENEFITS

With Esker's solutions streamlining P2P processing activities, Pet Lovers Centre has experienced numerous benefits, such as:

70% faster invoice processing



Increased efficiency with AI-based recognition



Enhanced visibility on important information and reporting thanks to customizable dashboards



Improved communication with Esker's supplier portal



One platform for documents, communication and approval



Comprehensive workflow; electronic approval speeds up processes and allows for increased AP visibility



User-friendly interface facilitates greater user adoption

ABOUT PET LOVERS CENTRE

Pet Lovers Centre (PLC) is a pet retail and service chain founded in 1973. PLC expanded to Malaysia and Asia, and is the only company that has vet-trained pet care consultants (PCCs) stationed in its stores to provide professional advice on pet care.

Besides its 112 pet stores in Singapore, Malaysia, Thailand, Philippines, Vietnam and Brunei, PLC runs its chain of "The Pet Safari" thematic pet shopping destinations that bring the best vets, pet breeder products and services under one roof. Its stores are the only enclosed shopping areas in Singapore, Malaysia, Thailand and Vietnam where owners are allowed to shop freely with their pets.

WHAT'S COOLER THAN READING P2P DIGITAL TRANSFORMATION SUCCESS STORIES?

BEING ONE YOURSELF!

Each of these companies had their own, unique P2P challenges that Esker's solution was able to help overcome. So, what pain points do you need to alleviate in your P2P cycle? We're willing to bet we can give you a hand.

Whatever your company's size, industry or technical nuances, our P2P automation solution can seamlessly accommodate to propel your process to greater heights.



If you think you're ready to be Esker's next success story, head on over to www.esker.com to learn more!

OH HEY, WE'RE ESKER.

And we're a leading global provider of AI-driven process automation software with 30+ years in the business and over 6,000 customers. But above all else, we understand the holistic nature of P2P business processes and what it takes to make every touch point as efficient, valuable and impactful as possible.

Find more information and content at esker.com or on our blog: blog.esker.com.





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