

Collections Management



Achieving AR Efficiency Through Automation

Northfleet's Journey to a Lean Finance Team and Optimised Cashflow with Esker Collections Management

ESKER®

At a glance

NORTHFLEET



Fleet management & transportation



250+ employees



Headquarters in Osborne Park, Western Australia



Odoo ERP



Challenges

Managing growth with limited resources & legacy systems

Northfleet, Western Australia's largest transportation provider, specialises in delivering transport solutions for clients in the Mining, Oil and Gas sectors. With more than 250 employees and projected annual revenue close to AUD 100M, the company's operations are primarily focused in the Pilbara region.

Prior to implementing Esker, Northfleet's Finance team faced several significant challenges related to their manual accounts receivable (AR) processes. The company's invoicing and collections methods lacked automation, which placed a heavy workload on Finance staff. This often resulted in delays, data inaccuracies, and an overwhelming task list during peak times, particularly at the end of each month. Without a centralised system for tracking communications and outstanding balances, the team struggled to maintain visibility over client accounts, leading to duplications and inefficiencies.

These challenges extended to cashflow management, as the lack of automated reminders for payments left Northfleet vulnerable to delays and made it difficult for the Finance team to prioritise collection activities. As a result, the company experienced pressures from continued growth and having to ensure timely collections while maintaining the Finance team headcount.

Chief Financial Officer, Scott Walkinshaw recognised the need to implement a more streamlined and systematic approach to operations as Northfleet's client base and revenue continued to grow.

Objectives



Implement a simple-to-use solution that integrates directly with the ERP



Improved visibility of each customer and better communication as issues arise



Improve cashflow



Facilitate growth through scalable finance processes

Solution

Automation as a key component in streamlining operations

To meet the challenges, Mr. Walkinshaw implemented Esker Collections Management to enhance Northfleet's efficiency and provide transparency across their collections processes.

Having used the solution in a previous role, he was confident that Esker could enhance efficiency and offer comprehensive visibility into the company's receivables. Esker Collections Management allowed Northfleet to streamline their collections processes by automating reminder emails, centralising customer information and giving clients the ability to self-serve through an online portal. These capabilities reduced the need for manual follow-ups, allowing Mr. Walkinshaw and his team to better manage customer accounts and maintain a more organised approach to collections.

One of the most impactful features of Esker's solution is the automated reminder function, which enabled Northfleet to set up notifications for prompting clients to pay their invoices, without requiring additional intervention from the Finance team. With Esker, Mr. Walkinshaw can confidently ensure that all customer interactions, account details and payment information are stored and readily accessible, making it easier to track outstanding amounts and avoid missed follow-ups. Solution implementation was smooth and efficient, with the entire process completed within a few weeks.



“Implementing Esker Collections Management wasn’t just about automation; it was about creating a systematic approach that scales. We’re now prepared for continued growth.”

Scott Walkinshaw
CFO, Northfleet










“Esker has truly streamlined our collections process — no more spreadsheets or unanswered questions. We have more control and clarity, and everything is more manageable and efficient.”

Scott Walkinshaw
CFO, Northfleet

Highlights

-  **Increased cashflow availability to 95%, up from 70%**
-  **Enhanced financial stability and predictability**
-  **Reduced AR team workload and stress**
-  **Enabled team focus and alignment**
-  **Increased customer adoption of portal-based communication**

Results

Increased collections & a smooth AR workflow

Since implementing Esker Collections Management, Northfleet has experienced significant operational improvements. The solution has allowed Mr. Walkinshaw to manage collections without a dedicated AR specialist, as the tool's automation and centralised tracking capabilities significantly reduced the workload. Northfleet has also seen improvements in cashflow, with the percentage of receivables in the current bucket increasing from 70% to over 95%. This enhanced visibility and control over AR has reduced the company's cashflow strain and strengthened its financial stability.

Northfleet is now equipped with a scalable approach to collections management, enabling the company to grow and handle increased client demand without requiring additional headcount.

For Mr. Walkinshaw “the biggest thing is that Esker's just always available — no matter where I am or what time it is. Whether I'm working from home, in another country, or on the go, I don't need to worry about VPNs or firewall issues. I can simply log in, get the information I need, resolve problems, or answer questions right then and there. That level of accessibility makes a huge difference.”

With plans to continue expanding in the coming years, Mr. Walkinshaw is confident that Esker Collections Management will continue to be a valuable asset in supporting Northfleet's ongoing growth and operational efficiency.

Want to automate your Accounts Receivable processes like Northfleet?

Get in touch with Esker.

About Esker

Esker is the global authority in AI-powered business solutions for the Office of the CFO. Leveraging the latest in automation technologies, Esker's Source-to-Pay and Order-to-Cash solutions optimise working capital and cash flow, enhance decision-making, and drive better collaboration and human-to-human relationships with customers, suppliers and employees. Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin

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