

ACCOUNTS PAYABLE | EXPENSE MANAGEMENT | CASH APPLICATION

Creating a Perfect Financial Mattress for AP & AR Teams

Silentnight unlocks streamlined processes and clear insights with Esker's Source-to-Pay and Order-to-Cash suites.



ESKER®

AT A GLANCE

Silentnight

 **Manufacturer and distributor of mattresses and beds**

 **£125m annual revenue**

 **64,000 invoices processed annually**

 **641 employees**

 **JDE ERP**

 **HQ in Barnoldswick, Lancashire, UK**



Challenges

Putting manual processes to bed

Silentnight, celebrating its 80th anniversary this year, stands as the UK's largest bed and mattress manufacturer and most trusted sleep brand, with one in every three households owning its products. Over 640 employees proudly craft Silentnight products in Barnoldswick, Lancashire. As a certified B Corporation™, Silentnight is officially recognized for conducting business in ways that benefit both people and the planet.

Yet, behind this legacy of providing its customers with products meant for restful nights for them, Silentnight's finance processes were anything but relaxing. Accounts payable, expense management and many accounts receivable tasks remained manual. Relying on spreadsheets and heavy manual input, tasks such as invoice processing were tedious, complex and time-consuming. Approvals dragged on and were difficult to track, while employee expenses depended on scanned receipts and even more spreadsheets. On the accounts receivable side, the team manually matched 1,500 to 2,000 lines daily, often reconciling multiple invoices to single payments that spanned various product lines and trade promotions.

To support its growth ambitions and ease the pressures in its financial operations, Silentnight needed a unified, automated platform that could streamline the accounts payable, expense management and accounts receivable processes.

Objectives

- Automate invoice processing to reduce manual tasks
- Speed up invoice approval process
- Digitize expense management processes
- Improve cashflow forecasting and visibility
- Achieve 100% automation of remittance matching
- Reduce reconciliation time
- Expand reporting analysis
- Scale to keep abreast with growth plans

Solution

Getting Comfortable with AI Automation

Silentnight selected Esker for the digitalization project, as it is the only provider able to deliver AP, expense management and cash allocation management on one unified SaaS platform. In addition, its solutions are fully integrated with Oracle JDE. Carl Griffiths, Head of IT, explains, "Our main objective was to simplify our business processes. Esker was the only company to offer multiple solutions for the AP and order-to-cash cycles on one single platform. An added bonus was that Esker connected directly to our Oracle JDE ERP system." The visibility that Esker's dashboards bring as well as the Esker Anywhere™ mobile app for approvals on-the-go was especially enticing for senior management.

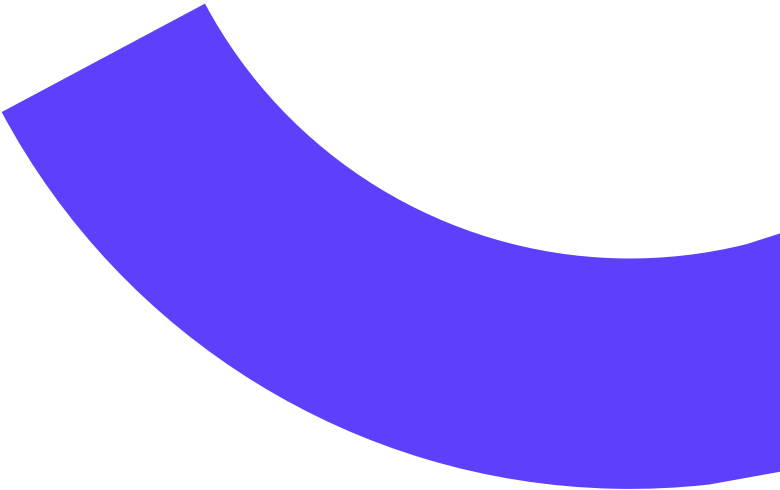
With a Sales team that does a lot of traveling, accurate and efficient expensing cannot be achieved while relying on scanning, emailing and logging receipts in spreadsheets. Here, too, Esker has a solution: Esker Expense Management. With the mobile version, receipts can be captured and submitted on-the-go.

The AR team previously had to manually match between 1,500–2,000 lines per day to apply payments, often reconciling multiple invoices to a single payment across two websites and several product categories. The team uses Esker Cash Application for Direct-to-Consumer transactions, which now matches payment information from three different portals and bank files onto one screen, allowing them to start allocating payments immediately.

"We love the fact that Esker Synergy AI can pick up vendor invoices from a variety of formats, without any manual input on our side. With over 64,000 invoices processed last year, the impact has been huge in terms of efficiency."

Diane George
Finance Project Manager





“We have saved a massive 7.5 hours per week in reconciliation time, thanks to 100% automated remittance matching. We couldn’t be happier with these results.”

Leah Payne
Senior Finance Assistant

Highlights

- 75% automation of invoice posting
- Invoice processing time reduced by 1.5 hours per day
- 100% of remittance matching
- 7.5 hours per week saved with automated reconciliation
- Significantly improved reporting and visibility for management

Results

Incredible time savings, automation gains and visibility

The transformation across AP, expensing and AR has been substantial, both in efficiency and accuracy.

For accounts payable, “the days of logging vendor invoices, printing a barcode and scanning to our document storage system is a thing of the past,” reflected Diane George. With 97% of invoice fields automated and up to 75% of invoices auto-posting each month, the time savings are undeniable,” reflects Diane George, Finance Project Manager at Silentnight. With automated reconciliation saving almost eight hours per week, the way the AR team works has been transformed. The AP team particularly values the internal conversations feature, consolidating all communication relating to a supplier or invoice in one place. “The traceability and visibility is amazing. Our senior leaders are the biggest users of Esker Anywhere,™” added Abigail Sellick, Assistant Financial Controller. Leah Payne, Senior Finance Assistant, pointed out that the split screen showing the invoice details while she’s working on it is incredibly helpful. “Esker’s dashboards have made my job so much simpler and clearer. It really helps to know who the approvers are and where an invoice is in the process,” she continued.

Nearly 100 employees use Esker Expense Management now, mostly on mobile. Diane remarked that “colleagues who enter expense claims regularly are amazed that they can submit their receipts from anywhere, at any time. Approvals from management are quicker, too. All in all it has been a very positive step for the business.”

When allocating payments, Esker Cash Application automatically matches invoices by PO and invoice number. Silentnight now achieves almost 100% automation of remittances. Michele Town, Credit Manager, explains that “sometimes, the team have several invoices to match to one payment. Esker has been invaluable as this is now all done automatically, reducing errors and speeding up the process significantly.”

Do you want to streamline your accounts payable, accounts receivable and expense management processes like Silentnight?

Contact us.

About Esker

Esker's AI Automation Suite for the Office of the CFO leverages the latest in Agentic AI and automation technologies to optimize working capital and cashflow, enhance strategic decision-making, and improve human-to-human relationships with customers, suppliers and employees. Esker's Source-to-Pay and Order-to-Cash solutions automate any business process while supporting long-term growth strategies. Offering 40+ years of industry knowledge, 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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