

ACCOUNTS PAYABLE

Streamlining Finance, Supporting People, Working Locally

OCS Australia and New Zealand embraced
Esker Accounts Payable to scale with purpose

OCS



ESKER® | FUJIFILM

AT A GLANCE

OCS Australia

 **Facilities management & services**

 **5,500 Employees**

 **Perth, Australia**

 **SAP ERP**



Challenges

At OCS Australia and New Zealand, a company that keeps everything running smoothly by offering janitorial and building maintenance services, the processes in the Finance department were not running so smoothly. With 5,500 employees locally and over 200,000 worldwide, OCS's frontline teams were busy delivering excellent service. But behind the scenes, the Finance department was stuck in paperwork.

Accounts payable was the biggest headache. Invoices often arrived incomplete, receipts mysteriously vanished, and managers found themselves spending nearly a third of their work week chasing down missing information. For Debby Wong, OCS ANZ's Finance Director, this was a huge red flag. Not only was her team's time wasted on tedious chasing rather than strategic work, but she also knew that these manual tasks were draining morale.

The sluggishness of the processes also presented some risks: Disconnected and manual financial processes opened doors to errors, wasted hours on low-value tasks, and left leadership in the dark about the financial health of the business. Employees also had to hang on to expense receipts for weeks, until the Finance team tracked down the correct paperwork.

Even supplier onboarding was a patchwork of emails and spreadsheets. This was far from ideal for a company that is committed to sustainability and ethical operations. OCS is proudly a net-zero carbon business, but was struggling to verify if suppliers met their ESG, health and safety, and modern slavery standards. Every new contract piled on more admin tasks, which stretched the 35-person Finance team even thinner.

Objectives

- Unlock cost savings with streamlined AP processes
- Ensure compliance of supplier ESG standards
- Improve employee experience
- Enrich the customer experience
- Ensure sustainable growth

Solution

Faced with these challenges, OCS knew something had to change. The answer lay in streamlining and automating finance operations to cut through the jumbled processes. But when OCS began looking for a solution, the leadership team wanted more than just automation: They were determined to find a system that would also keep jobs local.

“A lot of companies send this work to the Philippines or India,” said Debby Wong. “But we cherish our employees and want to keep their jobs here.” Resisting the common industry trend of offshoring repetitive tasks to lower-cost labor markets, OCS chose a solution that empowered their existing team rather than replacing it. Esker Accounts Payable lets them do just that.

For Debby Wong, choosing to partner with Fujifilm Process Automation to implement Esker Accounts Payable went beyond just picking new technology. The goal was to reset the entire finance function and enable it to grow and evolve alongside OCS’s ambitions for the future. “We have unique needs, and we felt listened to about what our business actually required,” she explained further.

“By automating the repetitive work we are able to keep jobs here in New Zealand and Australia – and give people careers that matter.”

Debby Wong
ANZ Finance Director, OCS





Highlights

- Unleashed 30% in time saving for Finance team
- Liberated \$200k in annualized savings
- Upskilled Finance team pivoted to acquisition and expansion support
- Integrated reporting provides customers with insights into savings opportunities
- Simplified expensing process benefits entire company

Results

The impact of the AI-powered automation was swift and significant. A substantial portion of the Finance team's time was freed up by cutting down the hours spent on data entry, chasing paperwork and fixing errors. Expense claims, once a source of frustration, became simpler and smoother, and allowed staff to be redeployed into more meaningful, strategic roles.

This gain in efficiency translated into impressive cost savings within just a few months. More importantly, the Finance team can now confidently support acquisitions and business expansion without needing to grow headcount. "It's not about reducing headcount – it's about adding value, both to the team and to the customer," noted Debby. With Esker integrated with SAP and Microsoft's Power BI, OCS can also provide its customers with detailed reporting on what they purchase most often and highlight cost-saving opportunities.

Esker Accounts Payable has also made it easier to perform compliance checks for suppliers regarding ESG, health and safety and modern slavery regulations, right from the beginning of a business relationship. "We work with them as partners, not just suppliers," said Debby.

In short, what started as a technology upgrade became a transformation that empowers OCS's Finance team to work smarter, scale seamlessly and significantly contribute to the company's success.

"We chose Esker because it was user-friendly, and the investment into AI also attracted us to the solution."

Debby Wong

ANZ Finance Director, OCS

Want to streamline your accounts payable processes like OCS?

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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