



ALGECO SUCCESS STORY

Improving Productivity & Increasing Customer Satisfaction Throughout Europe

BACKGROUND

Algeco, a leading supplier of modular building solutions, was looking to automate its accounts receivable (AR) process as part of its overall global digitalisation strategy. Already an Esker Mail Services customer in Southern Europe and England since 2011, the decision to extend its relationship with Esker came naturally. Algeco was facing a multitude of challenges that pushed the company towards automation, including:

- Increased **customer demands regarding invoice reception channels** (e.g., EDI for large accounts and specific platforms for public administrations)
- The need to **harmonise and centralise invoicing processes** (certain invoices were sent by an external service provider and others managed directly by Algeco agencies)
- The ability to **absorb key invoicing peaks** related to the rental model (75% of monthly invoices issued on the same day)

SOLUTION

Implemented in France, Italy, Portugal and the U.K., Esker has enabled Algeco to automate the delivery of 400,000 customer invoices annually via any channel:

- 1. Invoices sent by postal mail and email** (PDF or link to download invoices), with the objective of decreasing paper invoices and moving to 100% e-invoices
- 2. E-invoices sent in compliance with public administration platforms** such as Chorus in France, SDI in Italy and FACe in Spain
- 3. E-invoices sent via EDI** by the end of 2019 to meet the needs of large customers

ABOUT ALGECO

Industry: Building Materials

Solution: Accounts Receivable

Algeco is the world's leading business services company specialising in modular space. The company creates smart spaces for people to live, work and learn. The business is designed to help customers find the right space solution, no matter what their requirements. Headquartered in London, Algeco has operations in 22 countries with approximately 250,000 modular space and portable storage units and 3,400 remote accommodations rooms. The company operates as Algeco in Europe, Elliott in the United Kingdom, Ausco in Australia, Portacom in New Zealand, and Algeco Chengdong in China.



TODAY ESKER PROCESSES **98% OF ALGECO FRANCE'S INVOICES AND MORE THAN 50% OF OUR COMPANY'S INVOICES FROM ITALY, SPAIN, U.K. AND PORTUGAL.** THERE ARE A DOZEN MORE COUNTRIES LEFT TO INTEGRATE, AND NOW THAT WE CAN MANAGE ALL INVOICE DELIVERY METHODS, **OUR GOAL IS TO MOVE OUR CUSTOMERS TO E-INVOICING TO GENERATE ECONOMIES OF SCALE.**

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BENEFITS

Esker's Accounts Receivable solution has enabled Algeco to centralise invoice processing within one solution. Since implementation, the company has been reaping the following benefits:



INCREASED INVOICE STATUS VISIBILITY

with dashboards and customisable indicators



REDUCED INVOICE DELIVERY COSTS

thanks to outsourcing and automation



IMPROVED CUSTOMER SATISFACTION

by giving them the ability to receive their invoices according to delivery preferences and access them at any time via a dedicated web portal



COMPETITIVE ADVANTAGE

thanks to EDI for large group tenders



KEY PROJECT SUCCESS FACTORS INCLUDE **COLLABORATION** BETWEEN BUSINESS AND IT STAKEHOLDERS, CHANGE MANAGEMENT AND THE ABILITY TO MEASURE **OPERATIONAL EFFICIENCY.**

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