

ACCOUNTS PAYABLE

Turbocharging the Invoice Game with Automation

How Francotyp-Postalia decentralized processes and introduced intelligent efficiency into their accounts payable process.

Here's their story.

FP



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AT A GLANCE

Francotyp-Postalia

-  **Technology/software**
-  **Berlin, Germany**
-  **c. 750 (worldwide)**
-  **c. €170M (2024)**
-  **Multi-ERP (SAP ECC, Oracle NetSuite, Exact)**



Challenges

Francotyp-Postalia has been a trusted name in mail and communications technology for over 100 years. Headquartered in Berlin and present in over 15 countries, Francotyp-Postalia helps businesses in highly regulated industries, from healthcare to finance, stay compliant, efficient, and digitally advanced with FP Sign and other intelligent inbound mail management solutions.

But here's the twist: While Francotyp-Postalia was busy modernizing the world's communications, its own invoice processing was stuck in the slow lane. Manual steps, scattered processes, and a patchwork of ERP systems made visibility over accounts payable feel like a distant dream. Processes were decentralized, in many cases manual, and varied significantly from one location to another. Centrally archiving documents was a headache, and end-to-end automation seemed impossible. "We were juggling multiple ERP systems, and everything was fragmented and time-consuming," recalls Paul Holz, Accounts Payable Team Leader at Francotyp-Postalia.

Then came the pressure cooker: Germany passed a new e-invoicing law in January 2025, creating mandatory e-invoicing processes and stricter compliance rules. Francotyp-Postalia needed a scalable, legally compliant solution that can unite all entities across borders, and bring consistency and visibility to every invoice.

Solution

When Francotyp-Postalia decided it was time to bring its finance operations into the digital age, it didn't just dip a toe in — it dove head first. The mission was to fully automate invoice receipt and banish manual tasks for good.

Enter Esker Accounts Payable: Equipped with AI-powered capabilities to perform previously tedious busywork such as recognizing, classifying and routing invoice data, Francotyp-Postalia can now process its invoices faster than you can say “compliance.”

“The biggest win for us was how effortlessly Esker fit into our rather complex IT structure,” says Paul Holz. Esker integrated seamlessly into Francotyp-Postalia's multi-ERP environment and ticks all the boxes for compliance, from GDPR-proof archiving to audit-ready transparency. All this makes error-prone tool switching a thing of the past. “Before, we had to hop between systems just to run evaluations. Now, everything is at my fingertips in an instant,” Holz adds.

The flexibility of the Esker solution also shines in areas like supplier management, where Francotyp-Postalia can tailor workflows to its unique requirements. Original documents are stored in their unaltered form — an essential feature for data protection and recurring audits. “This is absolutely critical for us, both from a data-protection standpoint as well as for our ISO certifications, which play a significant role in the decision-making of our customers,” adds Oxana Erbis, Head of Treasury.

Solid planning and excellent communications between the Francotyp-Postalia and Esker teams enabled the go-live to happen ahead of schedule. An agile development methodology allows for continuous finetuning and expansion of the Esker platform. This alignment with evolving business needs builds a future-proof foundation for whatever comes next.

“We’re especially impressed by how flexible the solution is and the commitment of the Esker team to thoughtful customization and true partnership throughout the project. This has enabled us to optimize our processes for lasting impact.”

Paul Holz

Head of Accounts Payable, Francotyp-Postalia





Highlights

- Reduced invoice turnaround time to just one day and dramatically lower error rate
- Provides centralized view of financial data for accurate cross-company analysis
- Supports audit-ready, secure and compliant archiving

Results

Since the Esker solution's go-live, Francotyp-Postalia isn't just delivering innovation to its customers, it's living it, too! Invoices that once crawled through the system at a snail's pace now zip through in record time — standardized and error-free — and cutting turnaround time down to just one day.

Suppliers love the predictability of the payment cycles, while internal teams were able to unlock a whole new level of visibility and collaboration. The clear roles and smoother workflows with zero confusion were made possible by ensuring that every department is speaking the same language. As Paul Holz puts it: "Automation has taken a huge load off our shoulders. We save time, can skip the back-and-forth, and can finally focus on the big picture."

With the routine tasks handled by Esker Accounts Payable, Francotyp-Postalia's team now has the freedom to push digital initiatives forward internally and tackle projects that really move the needle. However, the company considers this project to be a launchpad rather than an endpoint. The Esker solution is built to grow with them, whether that means integrating more companies, adding new processes or exploring additional use cases.

Francotyp-Postalia is ready for the future, and this future looks efficient, impactful and auspicious.

"Esker helped us optimize our workflow structure, thereby delivering greater speed and visibility. This foundation prepared us for whatever comes next in the digital transformation."

Oxana Erbis

Head of Treasury, Francotyp-Postalia

Want to transform your AP processes like Francotyp-Postalia?

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-toCash 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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