

WHITE PAPER

# Building the Business Case for Connected Source-to-Pay

How AI-powered automation helps procurement & finance improve control from business need to payment

**ESKER®**

## Table of contents

|                                                              |    |
|--------------------------------------------------------------|----|
| Introduction                                                 | 3  |
| Why building a business case matters                         | 4  |
| The source-to-pay process, explained                         | 5  |
| Beyond ROI: 5 strategic benefits of connected S2P automation | 6  |
| How to build the strongest business case possible            | 8  |
| Why Esker                                                    | 11 |
| Find your starting point: S2P automation success stories     | 13 |
| Conclusion                                                   | 17 |
| About Esker                                                  | 17 |

# Introduction

The responsibilities of today's source-to-pay (S2P) teams are expanding rapidly. Economic uncertainty, rising risk exposure, workforce constraints, and increasing operational complexity have only intensified the pressure to make decisions faster, control spend earlier, reduce supplier risk, and give finance better visibility into what is coming next.

But fulfilling these critical obligations can be challenging when each step of the S2P journey operates in isolation. Supplier data, sourcing decisions, procurement intake, purchasing approvals, PO changes, invoice processing, and payments all shape the same financial outcome. When those steps are disconnected, teams lose visibility, control, and speed.

That is why streamlining the full S2P journey is essential — not only for efficiency — but for strengthening control across every decision that eventually impacts cost, compliance, supplier relationships, and cashflow.

## S2P control starts before the invoice arrives

Many S2P issues do not originate in accounts payable (AP). They often begin much earlier (see below), and by the time an invoice arrives, finance is often trying to resolve problems that started at supplier onboarding, sourcing, procurement intake, guided purchasing, or PO execution.



### Upstream issue

- Incomplete supplier data
- Off-policy purchasing
- Manual approvals
- PO changes handled manually
- Limited committed-spend visibility



### Downstream impact

- Supplier risk, rework, onboarding delays
- Maverick spend, weak compliance
- Delayed POs and late invoice processing
- Matching exceptions and supplier follow-up
- Weaker cash-out planning

## Building the business case for connected S2P

A modern S2P business case should show how procurement and finance can work together to guide every purchase from the first business need, strengthen supplier governance, improve policy compliance, reduce downstream exceptions, and gain better visibility into future cash commitments. In the coming pages, you'll learn how to build the strongest business case possible for connected S2P — and the foundational role that AI automation plays in that transformation.



Next: [Why building a business case matters](#)

# Why building a business case matters

While S2P and finance leaders often see the day-to-day impact of process inefficiency, the c-suite needs a broader case tied to strategic outcomes, long-term flexibility, risk reduction, and data-driven decision-making.

Therefore, it's the responsibility of S2P, procurement, and finance leaders to demonstrate how an AI-powered S2P automation solution will not only modernize the sourcing, procurement, and AP departments, but also translate into benefits for the entire organization.

## Key objectives

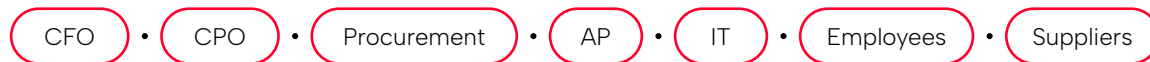
A strong business case connects these priorities — clearly showing leadership how this type of initiative can improve spend control, reduce risk, strengthen supplier collaboration, and support better financial decision-making.

### The goal is to help stakeholders understand three things:

1. Where your current S2P processes create unnecessary costs, risks, or delays
2. Which starting point within S2P will create the fastest and/or most impactful business value
3. How AI automation can easily scale across more processes, teams, and ERP environments over time

## Stakeholders impacted

Obviously, support from the executive decision-makers is the end goal, but it's also important to identify and consult with other individuals and departments that would be directly impacted by an AI automation initiative. This includes:



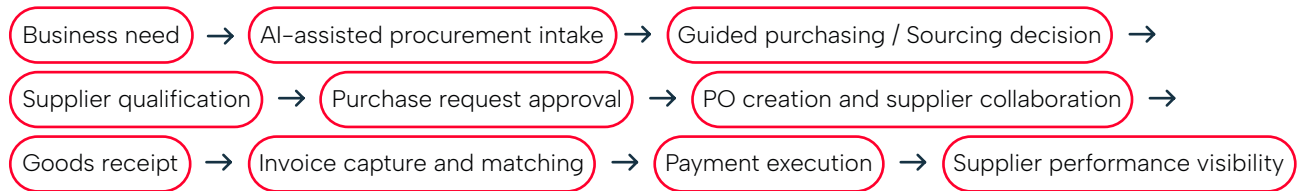
# The source-to-pay process, explained

Source-to-pay is the end-to-end process that connects how an organization identifies a business need, selects and manages suppliers, guides purchasing decisions, processes invoices, and executes payments. It includes source-to-contract, procure-to-invoice, invoice-to-pay, and supplier management activities — but modern S2P starts even earlier: with the employee's business need.

When employees can submit purchasing needs through an intuitive, AI-assisted interface, procurement can guide requests into the right workflow from the start. That may mean a purchase requisition, a quote request, a sourcing event, supplier qualification, contract review, or a downstream invoice process.

The result is a more controlled buying journey that gives procurement and finance earlier visibility before spend becomes an invoice.

## S2P process flow



# Beyond ROI

## 5 strategic benefits of connected S2P automation

ROI matters, but it is not the only reason leaders invest in S2P automation. The strongest business cases show how automation improves the way procurement, finance, employees, and suppliers work together. Highlighting the five strategic pillars below can help every stakeholder understand how automation helps them win in their roles and showcases why a connected S2P platform benefits *everyone*.

### 1. Increased efficiency

Often, there's a tendency for the sourcing, procurement, and AP departments to focus on streamlining their own work without much thought to outside concerns. This reinforces silos in processes and data. As a result, critical information hides within standalone IT systems and software programs — invisible to those trying to optimize the S2P cycle.

However, by bringing finance and procurement together into a single platform that can manage and automate the entire S2P process, organizations significantly enhance their decision-making, optimize costs, mitigate risks, and drive sustainable growth. Integrating these functions is key to achieving operational excellence and delivering value to the whole organization.

In addition, S2P automation streamlines the many manual processes involved in sourcing, contracting, risk management, invoicing, expense reports, payment processing, and reconciliations. Automating invoicing, payments, and risk checks helps teams reduce manual work, limit supplier status inquiries, improve payment visibility, and flag suspicious activity for review earlier in the process.

### 2. Greater savings & working capital visibility

The supply chain is typically one of the biggest costs in business. Streamlining the sourcing and procurement process with automation can yield significant savings in this area.

Here's how AI automation does it:

**It eliminates manual data entry for tasks** like PO creation, invoice processing, and vendor data management — not only saving time and labor costs, but also reducing the risk of human errors that can result in costly mistakes like incorrect orders or duplicate payments. Automated systems can also process purchase requests, approvals, and payments more quickly, speeding up the procurement cycle and ensuring faster delivery of goods.

**It reduces costs during the buying process.** It can consolidate orders across different departments, allowing companies to save money by buying in bulk. Automation also prevents overspending by monitoring contract terms and ensuring adherence to pre-negotiated pricing. In addition, it reduces maverick spending by restricting purchasing to approved vendors, thereby preventing unauthorized purchases from unvetted suppliers.

**It provides full visibility** into current sourcing processes, supplier performance, types of spend, and overall cashflow. As a result, it's easier to identify unnecessary overpayment, select the best vendors, and negotiate more favorable contract terms. In addition, financial leaders can see a clearer picture of their real-time cash positions and upcoming invoices and payments.

**It unlocks more working capital** by driving suppliers to accept virtual payments. Automatically uploading digital payments directly to vendor AR portals means suppliers get paid more quickly than paper checks, improving the supplier relationship, and opening the door for negotiating better payment terms. Digital payments are processed more quickly, allowing the business to delay the actual cash outflow until the last minute and maximize their "float" period. They also help companies take advantage of early pay discounts by paying suppliers slightly ahead of schedule — further improving cashflow.

### 3. Improved risk mitigation

In a world full of hazards, every department in the company must do its part to mitigate risk for the business. Connected S2P automation can help reduce risk in four key areas:

**Reputational risk:** No one wants their company associated with security breaches or other high-profile failures by their suppliers. By providing transparency into supplier performance and spend management, S2P automation helps sourcing teams spot potential concerns in vendor relationships early so appropriate action can be taken. In addition, spend controls ensure no unapproved suppliers are used.

**Operational risk:** Climate change, political instability, labor issues — supply disruptions come in all shapes and sizes. AI automation helps sourcing and procurement teams closely monitor their vendors and build a resilient supply pipeline, ensuring the company has all the goods and services it needs to operate.

**Compliance risk:** S2P solutions powered by AI automation support effective vetting of suppliers and third parties, which is critical for complying with various regulations. They provide clear records of exactly who did what throughout the entire S2P process and enforce proper approvals at every stage. They can also check that incoming invoices comply with indirect tax regulations such as VAT.

**Budgetary risk:** Effective S2P processes help companies meet their financial targets via better accountability for budget owners. Every time a manager approves a purchase — even on their mobile phones — they can immediately see the impact of the transaction on their budget. S2P automation approval workflows can include financial leaders on expenditures that go over a certain dollar amount or meet criteria for even more budget accountability.

### 4. Larger ESG impact

Although you might not immediately think of S2P automation as a tool for improving environmental, social, and governance (ESG) metrics, it can actually have a major impact on supply chain sustainability by helping you leverage spend as a driver for positive change.



#### On sourcing

S2P automation makes it faster and easier to identify suppliers aligned with your sustainability objectives through calls for tenders, requests for information, or pre-qualification questionnaires. These processes can consider sustainability criteria alongside pricing factors. This encourages suppliers to adhere to and report their ethical standards such as fair-trade practices, respect for labor rights, and responsible sourcing of raw materials.



#### On supplier performance

Once a relationship is established with a supplier, S2P automation systems can establish mechanisms to monitor the sustainability performance of suppliers, establish improvement targets, and even collaborate with them to promote ongoing ESG efforts. They can also track supplier ESG indicators. These indicators can be monitored and updated in real time, alerting you if they deteriorate for a specific supplier.



#### On procurement

S2P automation facilitates purchasing eco-friendly and energy-efficient products and services. Lifecycle assessments can evaluate the environmental impact of products and services from production to disposal. Punch-out catalogs can feature the CO2 impact of each product, helping users make informed decisions when selecting items.

In the back office, AI-driven solutions automate paper-based processes, reducing the company's carbon footprint. It promotes transparency and traceability throughout the supply chain to identify and mitigate environmental and social risks while also making it easier to measure ESG impacts for reporting purposes.

### 5. Better supplier & employee experience

S2P automation solutions facilitate better supplier management by enhancing communication, collaboration, and performance evaluation. It provides a clear, real-time view of the AP process for all stakeholders, so suppliers always know the status of their invoices. It monitors supplier performance so any issues can be addressed proactively, while ensuring the process stays in compliance with any supplier requirements. All of this leads to stronger (and longer) relationships. Understanding and respecting your suppliers' needs in the S2P process and enabling regular conversations about performance fosters a culture of collaboration and mutual respect.

On the employee side, not only is the day-to-day work less stressful and more fulfilling thanks to fewer manual tasks and greater transparency, employee adoption is simplified by making compliant purchasing easier through guided workflows and AI-assisted intake.



Next: [How to build the strongest business case possible](#)

# How to build the strongest business case possible

Your project isn't the only one vying for approval and budget dollars within the organization. But a clear and comprehensive business case can convince stakeholders that S2P automation needs to be a top priority. Here's what to include.

## Define your overall objectives

Identify the pain points in your current S2P processes you want to address. Evaluate each step of your company's sourcing, supplier management, procurement, contract management, AP, and expense management processes to determine which areas need help.

Then pinpoint which phases in the S2P cycle you wish to automate and what type of solution you want to pursue. Do you plan on automating all phases of the S2P process, or just particular aspects like capturing data from vendor invoices or electronic document archiving? These details are essential to iron out before creating the business case.

Prioritize the critical areas that require attention over the "nice to haves" to ensure you're choosing an automation solution that addresses your biggest issues.

### 5 pillars of a stronger S2P business case

**1. Earlier spend visibility.** Show how procurement and finance can see committed spend, budget consumption, and future cash commitments before invoices arrive.

**2. Stronger policy control.** Show how guided purchasing and rules-based workflows help employees follow approved processes without adding complexity.

**3. Supplier governance.** Show how better supplier data, onboarding, risk indicators, and questionnaires reduce uncertainty across the supplier lifecycle.

**4. Operational efficiency.** Show how automation reduces manual work across sourcing, procurement, AP, payments, and supplier communications.

**5. Financial impact.** Show how S2P automation supports working capital visibility, payment control, savings opportunities, budget accountability, and stronger cash-out planning.

## Determine any IT system dependencies & requirements

Before bringing new software into your organization, you need a solid understanding of your current IT ecosystem and how an automation platform should ideally fit into the puzzle. Here are the main questions you should seek answers to:

**Does the S2P automation solution synchronize seamlessly and dependably with the master data in your existing ERP platform?** This allows for precise data matching with POs, goods receipts, invoices, and contracts.

**Are there any plans to upgrade or change any of the existing systems your team/company uses?** Make a note of which ERP system(s) currently being used, plus any other software systems involved in sourcing, procurement, AP, and payments.

**What specific system security, hosting, or ongoing maintenance requirements does your IT department require for new software?** Confirm they have the necessary resources to support the automation project. Request their input on which automation vendor to use.

Showing stakeholders that you've done your due diligence in these areas will alleviate any infrastructure-related concerns they may have.

## Quantify the benefits of S2P automation

Convincing the c-suite to invest in automation is more likely to be successful when the business case includes strategic advantages beyond dollars and cents. S2P automation helps organizations control what they can: spend practices, cashflow, forecasting, and working capital. By revealing how money moves across the business, it supports smarter decisions and stronger profitability. In a nutshell: The more you control, the more you save.

Let's now explore how S2P automation impacts spend control during sourcing and procurement.

### Sourcing & procurement automation ROI

By leveraging automation, best-in-class organizations optimize sourcing decisions, control rogue spend, and errant suppliers, and mitigate a range of risks such as price fluctuations, savings leakage, and contract non-compliance.

These enterprises regularly outperform their peers across critical procurement, sourcing, compliance, and supply management metrics. For instance, they **source 23% more of their addressable spend competitively** and have **42% more electronically-enabled suppliers**.

Best-in-class businesses **influence more than 90% of their spend**. Considering every new dollar of spend placed under the procurement team's control can result in **6-12% savings**, organizations that adopt AI automation stand to see significant savings as a result.

For every dollar that's spent off-contract, the enterprise **loses 12-18% on average**. Best-in-class enterprises minimize their savings leakage by driving a significantly higher percentage of compliant spend.



**Spend under management**

CPO Rising 2023: CPO at the Crossroads Report by Ardent Partners

**Best-in-class**

**91.5%**

**VS**

**All others**

**57.1%**

### Accounts payable automation ROI

On the AP side, S2P automation enables best-in-class enterprises to achieve reduced processing times and costs, fewer exceptions and enhanced efficiency — all of which help the company save money. Compared to the average enterprise, best-in-class businesses experience:

- 77% lower invoice processing costs
- 81% faster time to process a single invoice
- 59% lower invoice exception rate
- 2.1 times higher rate of straight-through processing (STP)
- 47% more of their suppliers submitting electronic invoices
- 51% less time responding to supplier inquiries



**Invoice cost & process time**

The State of ePayables 2023: Paving the Way for a Smarter Future Report by Ardent Partners

**Best-in-class**

**Cost: \$2.81**  
**Time: 3.4 days**

**VS**

**All others**

**Cost: \$13.70**  
**Time: 17.9 days**

Another way AI-powered solutions support best-in-class AP and spend management is by providing ePayments solutions. Streamlining the payment process via options like AHC or virtual cards not only optimizes cashflow, enhances security and strengthens supplier relationships, it also offers additional savings. For example, virtual card rebate percentages can range from 0.5-2% of the total transaction value. If a virtual card offered 1.0% cash back, a business would receive \$10,000 back for every \$1 million spent.

## Create convincing arguments for key stakeholders

Each main stakeholder group has unique concerns and areas of focus when it comes to automating S2P processes. A strong business case should address how your automation project will specifically support their teams and goals. Here are important points to share with the three main stakeholder groups involved in S2P automation.

## Selling automation to IT stakeholders

IT leaders can be skeptical of bringing in outside software for a few reasons that you'll need to address when selling them on the idea of S2P automation.

IT teams may prefer ERP-native tools to avoid extra vendors, integrations, or complexity. But while ERP modules can appear to cover similar functions, they are not always designed to manage spend and cashflow across the full S2P cycle. Modern, cloud-based S2P automation can integrate with existing systems, reduce internal maintenance, support automatic upgrades, and replace disconnected tools that create more IT work over time.

As you put together the specific business case for your IT department, make sure you clearly explain the automation solution's impact on the organization by answering questions such as:

- What resources will be required from the IT team during implementation?
- Will the solution require ongoing support from IT in terms of maintenance and regular upgrades?
- How will the solution work with existing systems, especially your ERP?
- How will the solution support future improvements in your business or IT infrastructure?

## Selling automation to finance stakeholders

Getting financial leaders on board is all about showing them the money. They want to see rapid, credible ROI from your automation project.

**Solution:** Share ROI examples from peer companies who have implemented S2P automation. Refer to the "Quantify the Benefits of S2P Automation" section above for data on how automation saves money via stronger spend management.

In addition, finance managers want reassurance that the project will be low risk, so presenting a solution with a proven track record is essential.

**Solution:** Share case studies or offer reference calls with companies already using the solution to prove the vendor's credibility and your business case. Also, don't forget to highlight automation's "soft benefits," including better risk and compliance management, sustainability, and the ability to respond to market fluctuations with greater agility.

## Selling automation to sourcing & procurement stakeholders

Those who work closely with the supply chain are under intense pressure to show results in a variety of areas, especially sustainability/ESG, supply costs and reliability, and risk mitigation. S2P automation helps with all three. When it comes to improving sustainability and meeting ESG goals, an S2P automation platform supports:

**Supplier evaluation and selection:** Create supplier ESG questionnaires, monitor third-party indicators for ESG scores, and report on diversity criteria from the moment suppliers are registered and throughout the business partnership, thereby improving supply chain sustainability.

**Green purchasing:** View the CO2 impact of products to facilitate the procurement of eco-friendly and energy-efficient products and services.

**Greenhouse gas (GHG) emissions tracking:** Extract the carbon emission metrics (Scope 2) from utility bills and calculate Scope 1 and 3 emissions from various data sources, enabling your team to gain insights into the environmental impact of your supply chain and identify areas where emissions can be reduced.

**Paper elimination:** Digitize the entire S2P process, taking it off of hard-to-track paper and putting it all into one easy-to-access system.

Reliable access to goods and services at the best possible cost is another area where S2P automation can strengthen the business case. By improving supplier management, sourcing, and spend visibility, teams can respond more quickly to supply chain disruption, negotiate better pricing and terms, and reduce risk. Connected workflows also make it easier to enforce policies, limit maverick spending, spot non-compliance, and avoid risky supplier relationships.

### 5 questions your S2P business case should answer

1. Where do S2P issues begin: supplier onboarding, sourcing, intake, purchasing, AP, or payments?
2. Which process creates the most visible cost, risk, or delay today?
3. Which stakeholders need proof before approving change?
4. How will the solution integrate with current and future ERP environments?
5. What is the best starting point, and how can the organization scale from there?

# Why Esker

When presenting Esker to your stakeholders for consideration, highlighting the following facts and features will help emphasize the potential impact Esker can deliver to your S2P teams, processes, and outcomes.

## About our S2P solution suite

Esker helps organizations connect procurement and finance across the full supplier lifecycle — from sourcing and supplier management to procurement, accounts payable, and payments.

Rather than automating isolated tasks, Esker's AI-powered Source-to-Pay solution suite helps teams guide purchasing, strengthen policy control, improve supplier collaboration, and give finance earlier visibility into committed spend, invoices, and cash out. With multi-ERP extensibility and embedded supplier collaboration, Esker supports complex organizations that need to improve control without creating new silos.

Esker is designed to help organizations start where the pressure is highest and expand over time. Teams can begin with supplier management, sourcing, procurement intake, guided purchasing, accounts payable, or payments, then connect more of the S2P journey as priorities evolve.

## What sets Esker apart

### AI-assisted procurement intake & guided workflows

Esker helps employees move from business need to the appropriate procurement process through AI-assisted intake, guided purchasing, and rules-based workflows. Procurement and finance retain governance through defined policies, approvals, and controls.

### Connected supplier management

Esker centralizes supplier information, supports supplier onboarding, and helps teams manage supplier risk, compliance documentation, and supplier collaboration in one connected process.

### Sourcing & supplier decision support

Esker supports sourcing events, supplier comparison, and questionnaire creation so procurement teams can structure supplier decisions with better visibility and consistency.

### Procurement-to-AP connection

Cleaner supplier, purchasing, PO, and receipt data helps AP reduce manual work, minimize exceptions, and improve invoice processing visibility.

### Multi-ERP extensibility

Esker integrates with complex ERP environments, helping organizations connect S2P automation across business units, geographies, and system landscapes without forcing a single ERP-suite narrative.

### Payment & supplier experience

Esker helps extend approved invoices into payment execution while improving supplier communication and visibility across the full cash-out process.

## Esker Synergy AI: We do AI differently

Built on 15+ years of research and development, Esker Synergy AI is the powerful set of technologies designed to address the evolving questions about AI usability, security and sustainability. Here's why Esker stands out in a sea of AI providers:

- **Your data stays yours.**

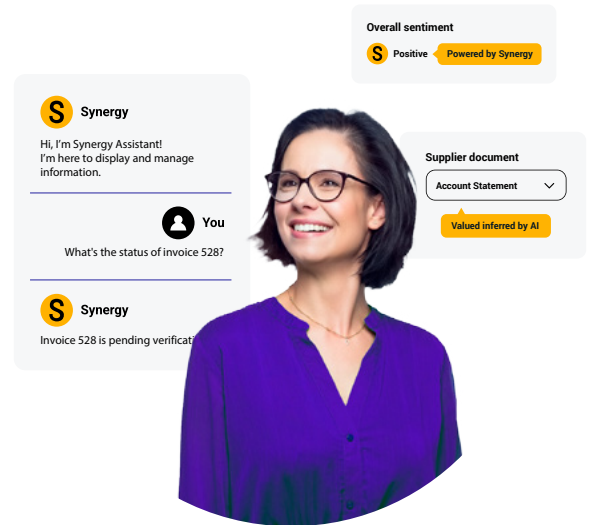
All Esker solutions and Synergy GPT functionalities are designed to ensure data security and privacy, ensuring your data cannot be used, saved or shared by third parties.

- **Our AI is purposeful and responsible.**

We train our own LLM for targeted, purposeful, and high-value AI use, while larger models run on shared servers. Our Esker Synergy Agents are governed finance agents that operate within policies, permissions, and approval rules defined by humans.

- **We offer LLM-as-a-Service.**

Esker Synergy GenAI is seamlessly integrated into our solutions, so you don't need a separate LLM provider. We handle prompt engineering, updates, and secure scaling, lowering your total cost of ownership.



# Find your starting point:

## S2P automation success stories

Every organization's S2P journey starts in a different place. Some teams need better sourcing execution. Others need stronger purchasing control, cleaner AP workflows, or more consistent payment cycles. Esker helps organizations start where the business case is clearest, then expand toward a more connected S2P process over time.

### Start with sourcing



#### Sourcing

### logitech

As a Swiss company with a 40-year history of innovation and quality, Logitech designs software-enabled computer hardware solutions for working, creating, gaming and streaming. Its products are available in nearly every country and it ships more than 3.5 million items each week.

#### Before automation

After years of outsourcing their procurement process, Logitech decided to bring it in house. However, their small internal team had no proper sourcing technology in place and struggled to manage their spend and data. As a result, their eSourcing and RFP work was inefficient and time consuming. They urgently needed a solution that would enable them to conduct more RFPs more quickly that they could use as needed without significant start-up costs or training requirements.

#### After automation

With Market Dojo, Esker's automated eSourcing solution, Logitech saw a complete transformation of their sourcing function almost immediately. Their team went from running one or two complex RFPs at once using spreadsheets and emails to managing handfuls of RFPs at a time.

Having previously struggled to run time-efficient RFPs with sufficient ROI, automated eSourcing means the team can impact more areas of the business with effective returns. As well as working on a greater number of events, the quicker turnaround times also enabled the team to modify their previous spend limits. In just one compliance tender using Esker, Logitech generated an impressive £300k saving, cutting their total spend in the category by one-third.

**"We could start getting involved in an extended range of projects that we wouldn't have before. With the eAuctions, we've seen that it's not only an efficiency play, but we're seeing very good results in pricing that I don't think we could have dreamed of in the traditional way of running RFPs."**

David Latten | Head of Global Indirect Procurement | Logitech

[Read success story](#)

## Start with procurement control



### Procurement

**arco®**

As the U.K.'s leading safety experts, Arco has 135 years of experience providing safety equipment and training in a wide variety of industries and boasts the most comprehensive range of safety products on the market.

### More visibility = more control

When Arco began their S2P automation journey, one of their biggest goals was more visibility into cashflow and spend — and with Esker, that's exactly what they got. By implementing a two-point approval requirement in their procurement process, company-wide requisitions were subjected to greater rigor and accountability. As a result, Arco was able to identify and stop more rogue buying — protecting supplier contractual relationships and preventing unnecessary overspending.

The Procurement team at Arco can easily track the metrics and KPIs important to them using Esker's configurable dashboards and reports. When they spot an area that needs improvement, Esker's flexibility lets them make instant changes to management, buying and approval processes, allowing them to streamline their structures for better results.

**"Three words to describe Esker: user friendly, adaptable, and seamless."**

Josh Smith | Procurement Lead | Arco

[Read success story](#)

## Start with AP efficiency



### Accounts Payable



Established in 1950, Hall's Culligan Water provides water treatment services for residential and commercial customers in 12 U.S. states.

### Seamless invoice processing with a modern automation solution

Although Hall's Culligan Water was using automation in their AP function, their existing solution required using three separate software tools. The complexity and inefficiency of that setup bogged down the company's AP department, plus the team couldn't create reports and staff could only access the solution when connected to the company's own network.

Transitioning to Esker's more efficient, modern automation solution was easy and intuitive. The team could set up workflows with ease and access the platform from anywhere. Its seamless integration with Sage ERP provided real-time updates, complemented by customizable dashboards tailored to the company's unique needs for full visibility into every step of their AP process. Since implementing Esker, Hall's Culligan Water achieved an impressive 93% automation rate, resulting in a simpler, more streamlined workflow with no need for manual data entry.

**"We've heard nothing but great things about Esker from end users in the field. They rave about how much easier their day-to-day is now because the solution makes it seamless. We've been able to eliminate most manual data entry, which has been huge for both morale and accuracy."**

Jana VanDorien | Shared Services Lead | Hall's Culligan Water

[Read success story](#)

## Start with payment execution



### Payment

#### LUXASIA

The Luxasia Group is a luxury retailer and distributor with headquarters in Singapore and 15 locations across Asia. Its portfolio consists of brands such as Burberry, Dior, Ferragamo, Hermes and Prada.

### Faster payment cycles with automated AP processes

As a rapidly growing company in the luxury beauty industry, Luxasia decided to establish a Shared Services Center (SSC) in Malaysia to centralize its Accounting department and automate the processing of its 36,000 annual supplier invoices. By digitizing and automating their procurement and AP functions in Esker, the organization more than doubled their invoice processing rates and increased their invoice processing capacity by 2.5 times.

Faster invoice processing has translated to faster supplier payments and standardized payment cycles across all their locations. Esker's supplier payment portal gives Luxasia's suppliers the option to submit invoices and accept payments online, allowing for completely touchless processing and more early payment discounts for the company.

**"We have been able to standardize our payment cycles across eight countries with none of the backlogs we encountered prior to using Esker."**

Zulaifah Abdul Ghani | Country Finance Lead for Malaysia & Indonesia | Luxasia

[Read success story](#)

## Conclusion:

### Build the case, choose your starting point, & expand with control

Source-to-pay transformation does not have to begin as a full-suite overhaul. The strongest business cases start with a specific point of friction: supplier onboarding, sourcing, procurement intake, guided purchasing, invoice processing, or payments. From there, procurement and finance can build a practical roadmap toward greater control across the full supplier lifecycle.

The case for S2P has arguably never been stronger. But initiating change — particularly in times of uncertainty and instability — can be an uphill battle, as your project is one of many vying for approval and budget dollars. The strategies outlined in this white paper were intended to reinforce the foundation of your AI automation knowledge and convince key stakeholders to propel your project to the top of their to-do list.

By connecting supplier management, sourcing, procurement, AP, and payments, Esker helps organizations improve visibility, strengthen policy compliance, reduce manual work, and support better financial decision-making — while keeping people in control of the moments that matter.

### Ready to build your S2P business case?

Explore where Esker can help your organization start, scale, and strengthen control across the full S2P journey.

[EXPLORE YOUR S2P STARTING POINT](#)[CALCULATE YOUR POTENTIAL ROI](#)

## Hi, we're 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.



**40+**

years of experience with 20+ years  
focused on cloud solutions



**15**

global locations with headquarters in  
Lyon, France



**+ 1,200**

employees serving 1.12M+ users and  
3,000+ customers worldwide



**~€250**

million in revenue in 2025

The Esfer logo is displayed in white on a dark blue background. It features the word "ESKER" in a bold, sans-serif font, with a registered trademark symbol (®) to the upper right of the letter "R".

# ESKER®

[www.esker.com](http://www.esker.com)