

INVOICE DELIVERY

Global Customer Invoicing Made Easy

How Motul created process efficiency and ensures e-invoicing compliance with Esker.

MOTUL



ESKER®

AT A GLANCE

Motul

 **Manufacture and sale of machine lubricants**

 **€557 million in annual revenue**

 **Established in 1853**

 **813 employees worldwide**

 **International presence: 18 regional hubs,
6 production facilities, 2 R&D sites**



Challenges

Invoicing processes need a rebuild

Motul is a French company specializing in the formulation, production, and distribution of high-performance lubricants for engines and industrial applications. Founded in 1853 and headquartered in Aubervilliers, France, Motul operates globally in over 160 countries. Also active in motorsports, the company supplies lubricants to numerous racing teams and competitions such as the Dakar Rally, the 24 Hours of Le Mans, MotoGP, and the World Rally Championship.

Considering this worldwide reach, Motul's customer invoicing processes needed a bit of a rebuild and modernization to be able to ensure regulatory compliance and smooth handling of invoices across regions. The company faced critical challenges: ensuring regulatory compliance for PDF signatures and archiving, securing financial transactions, and reducing the significant costs and time spent on manual printing and mailing, since employees were spending 10 to 20 hours monthly on these kinds of tasks.

Additionally, Motul sought to enhance tracking of key performance indicators to boost responsiveness and visibility for the Finance team and leadership. Yves Ruinat, Director of Legal & Compliance at Motul, stressed the importance of ensuring regulatory compliance for PDF signatures and archiving: "It was a priority for us to secure the AR invoice workflow, and to reinforce the reliability and security of every financial transaction."

Objectives

- Ensure present-day regulatory compliance and prepare for future reforms
- Secure AR invoicing flows
- Eliminate unnecessary paper-based processes
- Facilitate access to all relevant data
- Prepare for changing e-invoicing regulations worldwide

Solution

A seamless rollout from France to World

Motul selected Esker Invoice Delivery for its straightforward implementation process. Additionally, the Esker solution's seamless integration with SAP eliminates recurring and distracting maintenance, and allows teams to focus on process optimization rather than technical upkeep.

The 3-month project began at the headquarters in France. Yves Ruinat was looking forward to clean data and well-defined workflows, and actively participated in the preparation: "We mapped invoice types, submission and approval processes, and established precise business requirements." The teams also set up testing, QA, and production environments, developed ERP interfaces, cleaned the customer database, conducted acceptance testing, and trained accounting and customer service teams. A frictionless transition was ensured by sending notifications customers in advance, adjustments to workflows, and effective change management.

Following the successful rollout in France, Motul expanded Esker Invoice Delivery internationally. Regional variations were addressed by deploying adapted environments worldwide, including translations and local government portal connections. The Esker platform's reliability, global support, and modular flexibility – along with Esker's certified PDP status for e-invoicing in France –supplied additional effectiveness in managing both customer and supplier workflows.

"The switch to automated invoicing integrated into our existing systems without a hitch and truly transformed our processes."

Nicolas Albiges
Functional Domain Manager





Highlights

- Reduced costs by approx. €50,000/year
- Increased AR process effectiveness
- Lowered payment delays and dispute incidence
- Ensures regulatory compliance
- Established standardized global processes
- Eliminated unnecessary paper use

Results

Efficiency & compliance go global

Since implementing Esker Invoice Delivery, Motul's Accounts Receivable team now spends less time on manual tasks and more on high-value work, boosting efficiency across the board. Payment delays and disputes have dropped significantly, and customers receive and pay their invoices faster, which directly strengthens cashflow.

The General Services team, which used to spend 10 to 20 hours a month printing and mailing invoices, has reclaimed that time. This saved the company around €50,000 annually. Compliance is also no longer a worry: Esker Invoice Delivery ensures invoices are properly signed and archived, and that Motul is able to keep ahead of regulatory changes, thereby avoiding potential penalties. Standardizing the processes across all subsidiaries has also made operations easier to manage globally, while shifting to email over paper has sped up communications.

“Automating customer invoices with Esker has enabled us to improve efficiency and compliance, while achieving substantial cost savings.”

Yves Ruinat

General Counsel & Compliance Director

Want to transform your invoicing processes like Motul?

We're here to help.

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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