

ORDER MANAGEMENT

Optimizing Customer Experience & Partner Acquisition Opportunities

NVIDIA is processing orders 60 times faster thanks to order management automation — setting up its employees, customers and business for transformational, long-term success.



ESKER®

AT A GLANCE

NVIDIA

 Technology

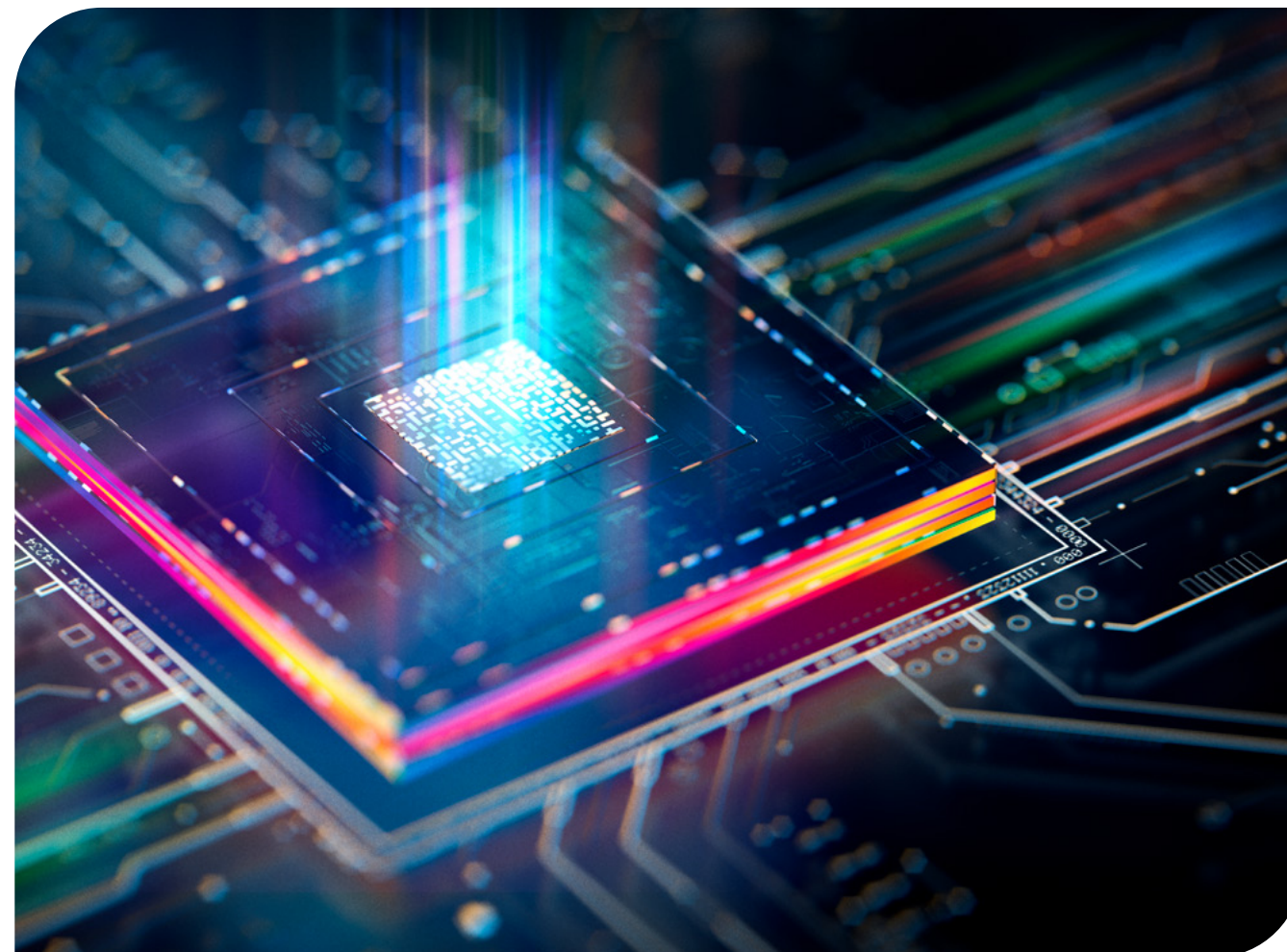
 \$60.92 billion in revenue

 Founded in 1993

 29,600 employees

 Headquarters in Santa Clara, CA

 SAP® ERP



Challenges

**Growing in a smarter, more sustainable fashion ...
without sacrificing quality**

By the mid-2000s, NVIDIA graphics processing unit (GPU) hardware was widely accepted to have set the standard for digital content creation in product design, movie special effects and gaming. NVIDIA's relentless pursuit of innovation also brought diversification. From 2008 to 2018, NVIDIA expanded into additional markets (e.g., auto) and became a major player in system-on-a-chip (SoC) technology, parallel processing and generative AI.

But growth is almost always accompanied by growing pains — especially when businesses aren't fully prepared to scale. While NVIDIA's quarterly revenue tripled from 2016 to 2017, timely fulfillment became a challenge. On average, NVIDIA team members spent five minutes processing each order.

Angela Garceau, NVIDIA's Senior Director of Business Operations, investigated the standard solutions: subcontracting and adding headcount. "We were convinced there was a better way to support growth and still provide an excellent customer experience," she says, "which, for us, meant processing orders in a timelier fashion while maximizing the talents and skills of the people in whom we'd already invested."

Objectives

- Support significant company growth while maintaining exceptional customer experience.
- Process orders faster and more accurately while maximizing employee talents and satisfaction.
- Become a more agile, proactive and future-resistant company using empowering technology.

Solution

Automating order management to free up employees & build a more resilient business foundation

At a time when business continuity and rapid onboarding are essential to success — both short- and long-term — NVIDIA was looking for a solution partner that could meet their ambitious objectives without disrupting their ability to process orders or serve customers. The solution also needed to integrate seamlessly with the company's existing SAP® system and grow along with the business.

Following one demonstration of Esker Order Management, Garceau was convinced it was the right choice for her team and company. "The implementation the other vendors described was really more like installation," she explains. "We wanted a partner that would allow for more user testing in a quality environment; more opportunities for our operators to give feedback, suggest improvements and help implement customizations designed to meet our business' specific needs."

In Garceau's opinion, Esker has proven to be more than a vendor. "I came into this relationship with high expectations," she admits. "Esker has met them. We're now processing half of the direct orders we receive through their solution. We've been able to slash the processing time for repeat orders from five minutes to five seconds. And our employees feel more empowered and productive than ever."

"With Esker's Order Management solution, our team is more proactive and capable of handling change than they were before."

Angela Garceau
Sr. Director of Business Operations, NVIDIA



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Highlights

- 98% reduction in order processing time, going from approximately five minutes to five seconds
- 50% less manual work required to process customer orders
- Empowered employees with more freedom to identify additional opportunities for process optimization
- Improved acquisition strategy by making partnerships with NVIDIA more appealing and streamlining integrations

Results

Transforming order management into a strategic operation that benefits every stakeholder

Since implementing Esker Order Management, NVIDIA has achieved a number of benefits — many of which have been felt beyond the Customer Service team and order management processes.

Esker has supported NVIDIA's growth on an even larger scale than the company originally anticipated. The automation and innovation that NVIDIA has experienced with Esker has played a role in the company's acquisition strategy by making partnerships with NVIDIA more appealing and streamlining the integrations that an acquisition requires.

"Our newest partner acquisition is 'wowed' by everything Esker has done for us," says Garceau. "With Esker's platform, we've achieved things they've only attempted. That makes me proud of what NVIDIA has accomplished through Esker."

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Angela Garceau

Sr. Director of Business Operations, NVIDIA

Want to transform your order management process like NVIDIA?

Our team is at your service.

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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