

LOGO



INDUSTRY

LEISURE

CUSTOMER PRODUCTS/BRANDS PICS...



CUSTOMER ID

MSC Cruises was founded in Naples in 1989 by Gianluigi Aponte. It is a family-owned and family-run Company headquartered in Geneva, Switzerland. It is the world's largest privately-owned cruise company and the number one cruise line in Europe, South America, South Africa. MSC Cruises' fleet comprises 16 modern, innovative ships. As part of an ambitious €11.6 billion investment plan, the Company's fleet is set to expand to 25 cruise ships by 2027. The company has 30.000 employees and offices in 45 countries

BUSINESS CASE

The client was overwhelmed with different issues:

- Two outdated ERP without the possibility to communicate externally through file exchange or web-services
- Decentralized territorial organization with lack in internal communication between the different departments during the approval workflow process
- Significant increase in the number of AP invoices with no possibility to double manpower

1 - WHY THEY CHOSE ESKER ?

- Field experience and our international presence. The previous experience in STX has led the opportunity success
- SaaS Solution and integration with an old ERP (MMS)
- External RPA supported

2 - WHO WERE THE COMPETITORS?

- PriceWaterHouseCoopers (PWC)
- Accenture
- Nice (RPA)

3 - WHAT ARE THE BENEFITS IN FIGURES ?

- touchless processing and electronic workflow capabilities
- Increase speed and visibility along the process
- Improve supplier relationship with on-time invoice payments and rapid dispute resolution
- minimising manual touch points and helping employees to work on high-level tasks
- Real time monitoring of team's performance
- highly visible way to manage cash flow

4 – MISC.

GEOGRAPHICAL SCOPE

EUROPE

SUBS & SALES REP

ITALY
FEDERICO ZOCCHI

ESKER SOLUTION(S)

ACCOUNTS PAYABLE

ESTIMATED REVENUE

368 000€ (3 YEARS)

ERP

NAVISION, MMS

LEAD SOURCE (WEB, EMAILER, SHOW...)

WEB