

Pelican Products, Inc. Improves Sales Order and Invoice Processing with Esker's SaaS Solutions

MIDDLETON, Wis. — March 21, 2018 — [Esker](#), a worldwide leader in [document process automation solutions](#) and pioneer in cloud computing, today announced it is working with [Pelican Products, Inc.](#), a leader in the design and manufacturing of protective cases, temperature-controlled packaging solutions, portable lighting systems and rugged gear, to automate its order management and accounts payable (AP) processes.

Pelican chose Esker's Order Processing and Accounts Payable automation solutions to streamline its processes, fill gaps in productivity, provide higher levels of visibility and allow for scalability within its business. Thanks to SAP-certified integration, orders and invoices are now electronically processed with machine-learning technology and automatically entered into the system.

[Optimized order processing](#)

Prior to using Esker, it took Pelican's Customer Service Representatives (CSRs) up to thirty minutes to enter large, complex sales orders into the company's SAP® system. Today, Pelican is processing fax, email and electronic data interchange (EDI) orders significantly faster, with order entry cycle times below 5 minutes which is a reduction of more than 80 percent.

"Esker gave us the most bang for the buck," said Paul Sohn, director of business Applications at Pelican. "It provides a greater level of visibility over both the number of orders in the queue, as well as those entered into SAP. Our goal is same-day order entry, which Esker helps us achieve on a consistent basis."

[EDI order integration](#)

With Esker's solution, CSRs are now able to process EDI orders in the same workflow as fax and email orders — even those containing exceptions — without needing the IT department to correct issues. Delays due to EDI exceptions previously resulted in financial penalties for late shipments and reduced productivity for IT staff being pulled away to help fix errors. Pelican now benefits from streamlined processing of EDI orders, reducing processing time from what used to be days to just minutes.

Since implementing Esker, Pelican has been able to:

- **Reduce order entry time by more than 80 percent;** from 30 minutes for complex orders to about five minutes

(continued)

- **Maintain headcount**; managing growing order volumes without adding staff
- **Accelerate delivery time**; getting orders entered up to one day sooner to avoid late delivery fees
- **Improve visibility**; custom dashboards and reports allow for 100 percent visibility on every order
- **Streamline order processing**; all orders, even EDI, are routed through one shared workflow

Streamlined accounts payable

Like order management, Pelican’s previous AP invoicing process was also hampered by manual touch points. Slow processing times and lack of accountability over authorizations were two of the primary issues the company aimed to resolve. With Esker’s Accounts Payable solution, Pelican now has a more structured and transparent process for the accounting staff and management. This centralization has allowed Pelican to respond to vendors more quickly and reduce the occurrence of late payments. Instead of searching through email or paper copies for invoices, they are now easily found in Esker’s solution.

“We can accrue invoices entered into Esker and see what’s been approved and what’s still pending,” explained Sohn. “The visibility it has brought to AP has made approvals easier and payments faster. It’s expedited the entire process — a major time-savings tool.”

About Pelican Products, Inc.

Pelican Products, Inc. is the global leader in the design and manufacture of high performance protective cases, temperature controlled packaging solutions, advanced portable lighting systems and rugged gear for professionals and outdoor enthusiasts. Its products are used by professionals in the most demanding markets including fire/safety, law enforcement, defense / military, aerospace, entertainment, industrial and consumer. The company operates in 21 countries, with 22 international sales offices and six manufacturing facilities around the globe. In Europe, the company does business under the name Peli Products, S.L.U.

About Esker

Esker is a worldwide leader in cloud-based document process automation software. Esker solutions, including the acquisition of the TermSync accounts receivable solution in 2015, help organizations of all sizes to improve efficiencies, accuracy, visibility and costs associated with business processes. Esker provides on-demand and on-premises software to automate accounts payable, order processing, accounts receivable, purchasing and more.

Founded in 1985, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France and U.S. headquarters in Madison, Wisconsin. In 2017, Esker generated 76.1 million euros in total sales revenue. For more information on Esker and its solutions, visit www.esker.com. Follow Esker on Twitter [@EskerInc](https://twitter.com/EskerInc) and join the conversation on the Esker blog at blog.esker.com.

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