

## Promega France Enters the E-Commerce Era with Esker's Accounts Receivable Solution

**MIDDLETON, Wis. — February 27, 2018 —** [Esker](#), a worldwide leader in [document process automation solutions](#) and pioneer in cloud computing, today announced it is working with [Promega](#) France, a leader in providing innovative solutions and technical support to the life sciences industry, to automate its accounts receivable (AR) process in anticipation for the e-invoicing to public administration requirements scheduled to take effect in 2019. Thanks to Esker's cloud-based [Accounts Receivable](#) solution, Promega France has been able to modernize its invoice processing process and improve customer service efficiency.

“By automating our AR process, we have taken an essential step into the era of e-commerce,” said Annick Dahlem, customer service manager at Promega France. “Esker has not only enabled us to improve and simplify our accounting process, but has also allowed us to prepare for upcoming changes. We particularly appreciate the collaboration with Esker France which facilitates our relationship with the support team.”

### Benefits of AR automation

The solution was implemented in just six weeks and has enabled Promega France to send customer invoices as soon as they are prepared by email (in PDF format) or postal mail from Esker's production facility. Fully integrated with Promega France's SAP® ERP system, Esker's solution also facilitates invoice tracking and archiving via an intuitive web interface available to all company stakeholders.

Since implementing Esker's solution, Promega France has achieved numerous benefits, including:

- Improved customer service representative (CSR) performance, freeing them up to spend more time on higher-value tasks
- Increased efficiency when searching for invoices thanks to electronic archiving
- Better information sharing — everyone involved in the process can collaborate on the same invoice
- Improved activity tracking through customizable dashboards
- Implemented sustainable development in the invoice routing process

“Over a quarter of our private sector customers now receive their invoices in PDF format, a welcomed approach that will most certainly continue to increase,” said Dahlem. “Esker's customizable dashboards have helped in my day-to-day work, giving me access to indicators that greatly facilitate my daily monitoring.”

*(continued)*

Thanks to Esker's solution interoperability with Chorus Pro, the French public administration platform, Promega France can confidently anticipate mandatory e-invoicing to public administrations in January 2019. The public sector represents close to 70 percent of Promega France's order volume.

### About Promega

Promega Corporation is a leader in providing innovative solutions and technical support to the life sciences industry. The company's 3,500 products enable scientists worldwide to advance their knowledge in genomics, proteomics, cellular analysis, drug discovery and human identification. Founded in 1978, the company is headquartered in Madison, WI, USA, with branches in 16 countries and over 50 global distributors. Promega France has been present in the Lyon region since 1992 with 45 employees, and many distributors in overseas France, Maghreb, Egypt, Greece and sub-Saharan Africa.

### 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](http://www.esker.com). Follow Esker on Twitter [@EskerInc](https://twitter.com/EskerInc) and join the conversation on the Esker blog at [blog.esker.com](http://blog.esker.com).

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