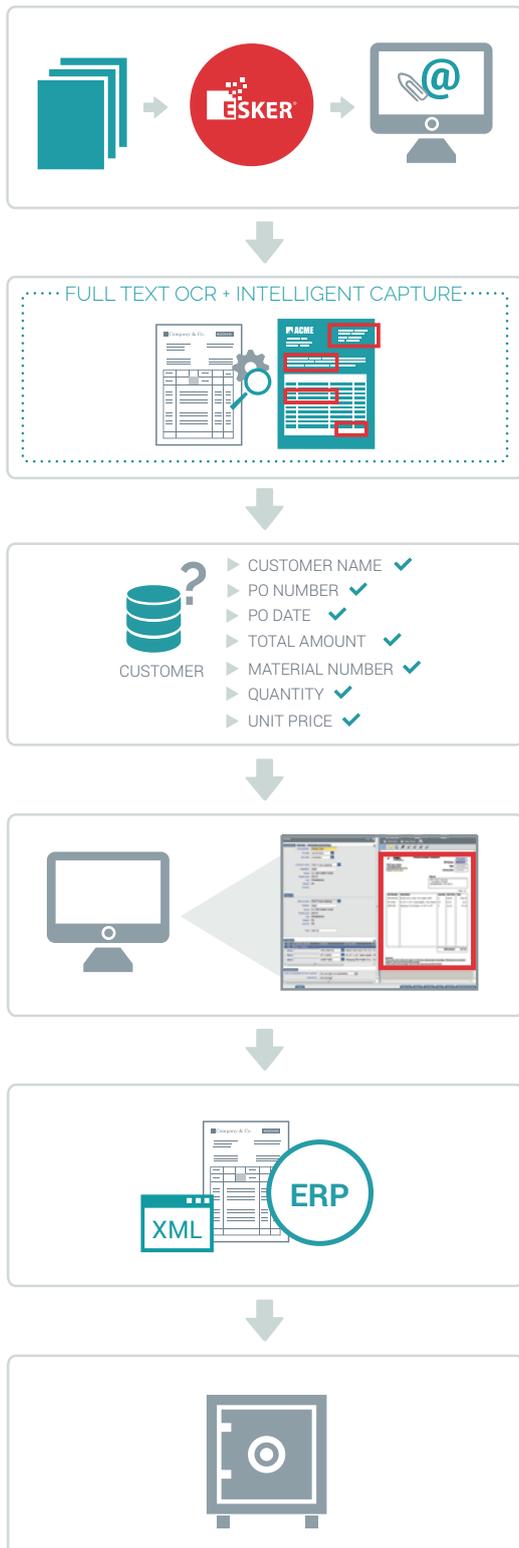


# CLOUD-BASED ORDER AUTOMATION

Making it easy for businesses of all sizes to gain the advantages of automated order processing, Esker offers a best-in-class solution designed to minimise cost, time and IT resource requirements. Esker's Order Processing solution is delivered as a cloud service for quick deployment and fast results, offering robust functionality in an affordable solution.



## How the Esker Solution Works

### Order Receipt

Order is received and routed to a queue in the web-based Document Manager.

- Inputs and file formats include: fax, email and Esker Loader with Microsoft Word, Microsoft Excel, TIF, JPEG and PDF attachments
- Easily create multiple views into the queue

### Intelligent Capture & Full Text OCR

Intelligent capture and optical character recognition (OCR) engines extract data from the image and retrieve data from customer and material master tables.

- Header data: customer name, customer number, PO number, PO date, subtotal, total and due date, ship-to and sold-to
- Line item detail: material number, description, quantity, unit of measure, unit price, line item total, due date and sales area

### Data Integrity Checks

Multi-pass checks execute automatically upon OCR and order approval, providing an added layer of insurance that order information is correct before processing. For example:

- Is the material number valid?
  - Is the customer name and number valid?
  - Do subtotals add up to the PO subtotal (without tax & shipping)?
  - Is this a priority or rush order?
- ➔ Consult Esker for a full list of data integrity checks

### Order Approval

Orders can be saved for later processing, approved or forwarded for exception handling.

### Creation of XML File

A file with all order data (Esker standard XML\*) and the order image are produced and made available for pickup and processing by the ERP system.

### Archive

Images with key index fields are archived on the Esker on Demand platform or made available to a third-party archive.

\* Consult Esker for details.

## Training and Support

To give you a solid start, Esker provides training for end-users and administrators. In addition to testing sessions with users, Esker training is adapted to different user profiles and usages of the solution. This includes daily order management team use and administrative use, and in-depth knowledge on application features.

To improve automatic data recognition of order information, Esker offers training and specific support on the solution's teaching feature.

After go-live, you will have access to Esker Technical Support during core business hours.

## Add-ons

Beyond the base solution you can choose from optional add-on features to meet specific requirements, each available for a flat fee:

- Unit of measure table
- Material determination table
- Additional automated table replications
- Advanced Topics in Document Teaching workshop
- Teach Quick Start (prior to go-live) for 50, 100 or 200 document formats
- Ability to link ERP identification number back to archived image
- Order acknowledgment, including data check to determine email or fax routing
- ➔ Consult Esker for other custom requirements

Other add-ons and customisations are available. Please contact Esker with your specific needs.

## Order Processing Challenges

Processing orders manually costs companies time and money, neither of which businesses can afford to waste. The outdated paper-based method is also a source of errors that can directly affect customer satisfaction.

Through automation with Esker Sales Order Processing on Demand, companies can address order management challenges including:

- Visibility
- Productivity
- Errors
- Costs
- Deployment

## Why Esker?

Esker is the world leader in automated order processing solutions. With this solution you benefit from years of experience in delivering the capabilities that customers want – built into a turnkey solution that is all set up and ready to produce fast results and high value for your company with minimal cost and effort.

To protect your information, the global Esker on Demand production centres are monitored 24/7 and designed for dependable data confidentiality. Esker guarantees secure and traceable processing of your documents and messages. Esker is SSAE 16 and ISAE 3402 certified for its on-demand automation solutions. These certifications validate the quality and integrity of Esker's internal control process and procedures for on-demand customers.

## Results

Typical results of Esker order automation include\*:

- Order processing speed increased up to 90%
- Return on investment realised in 3–6 months
- 100% visibility of all orders
- Staff time freed-up by as much as 65%
- Data entry accuracy increased to +99.5%
- Shorter average order entry time – from 43 minutes to 11 seconds
- Order delivery times cut from several days to same day

\*Numbers are based on Esker customer results

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