

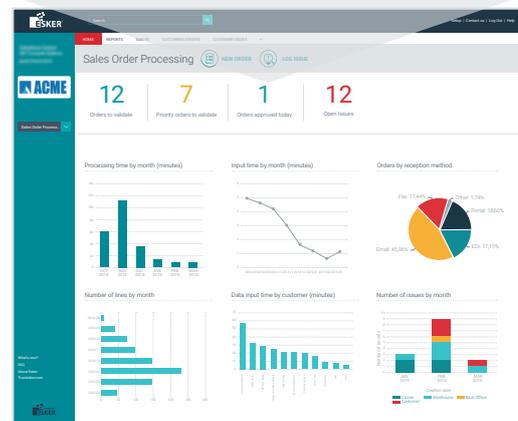
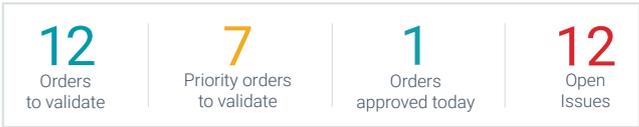
ORDER PROCESSING AUTOMATION: A Snapshot of Esker's Cloud-Based Solution

Organisations of all sizes can easily improve their order management practices using Esker's comprehensive Order Processing automation solution. Designed to enhance workflow efficiency and visibility while minimising processing errors and IT resource requirements, Esker's solution is delivered as a cloud-based service for quick deployment and rapid results that combines intelligent functionality in an affordable solution.

What Are the Benefits?

Based on Esker customer results, typical benefits achieved by organisations using Esker's Order Processing solution include:

- Up to 80% faster order processing speeds
- Data entry accuracy rates of over 99%
- Return on investment realised in 3-6 months
- Up to 70% lower order-to-cash processing costs
- Increased staff productivity as much as 65%
- Order delivery times cut from several days to same day
- 100% visibility into order/issue management via a full audit trail and KPI dashboards for monitoring and reporting
- Improved customer service and satisfaction rates



Key Solution Features

Analytics & dashboards



CSR Managers get insights into:

- Long-term performance forecasts
- Areas in most need of improvement
- Capacity to better manage resources
- Global order processing efficiency over time
- Staffing needs depending on workload



CSRs get insights into:

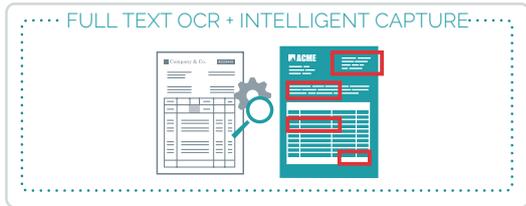
- How many orders need to be approved
- How many orders have been approved
- Every urgent/priority order
- Rejected orders
- Open issues

Multi-channel orders

Every order is treated as an electronic transaction and is automatically routed into a queue in Esker’s system.

- Submission methods: fax, email, FTP, EDI (X12, EDIFACT, iDoc), AS2, Esker Loader and scan
- Supported file formats: PDF, TIFF, JPEG, HTML, Text, Microsoft Word, Excel and PowerPoint

Data extraction & integrity checks



Relevant data off of received documents is intelligently extracted and validated by Esker using:

- OCR and Esker recognition technology
- Automatic verifications that ensure extracted values match with the ones in your databases

Enhanced EDI order processing

Any order that’s not automatically processed by EDI is transformed by Esker into a human-readable order that can be corrected before being routed into your ERP system.

Touchless processing

Esker’s system can be programmed to automatically validate orders for specific customers, eliminating the need for human intervention.

Exception handling

In the event of price discrepancies, discounts or other special conditions, a built-in workflow engine enables fast manager authorisation or sales rep approval so that orders are processed and shipped without delay.

Order prioritisation & urgent order management

A keyword detection mechanism allows users to prioritise certain orders (e.g., “rush” or “critical”) and have them displayed in the top of the queue.

Date/time submitted	Customer number	Priority ^	Customer name
6/25/2015 10:22:39 AM	1671	Immediate	Computer Club Market
6/25/2015 10:22:19 AM	1671	Immediate	Computer Club Market
6/25/2015 10:22:32 AM	3176	Normal	Computer 3000
6/25/2015 10:22:46 AM	1002	Normal	Omega Soft-Hardware Market
6/25/2015 10:22:40 AM	1671	Normal	Computer Club Market

Compliance monitoring

The modifications history feature helps users quickly identify who did what, when and where in the event questions about an invoice arise.

Issue management

Users log, track and manage all claims in the same interface as customer orders – streamlining and automating issue management workflows.

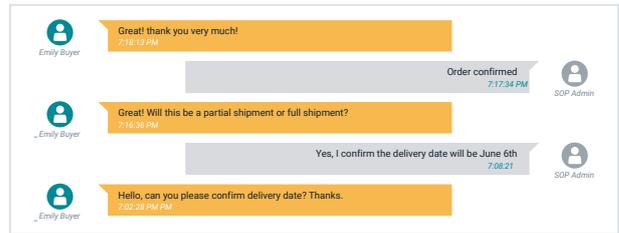


Esker’s upside was too big to ignore. We loved that it was an intelligent solution that could be taught rules to make it customised to our requirements.

Director of Customer Care & AR – Terumo Medical Corporation

Customer portal

Esker enables a company’s customers to access an online portal where they can directly submit orders, check order statuses and collaborate with your CSRs via a chat tool.



Archive

Images with key index fields are archived in Esker’s system or made available to a third-party archive. Electronic archiving allows orders to be available at any time and accessible to all authorised personnel from any location for as long as needed.

Support & Training

To give you a solid start, Esker provides two days of training for end-users and administrators. In addition to testing sessions with users, Esker training is adapted to different user profiles and usages of our Order Processing 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 technical training and specific support on the solution’s specific features, such as Teach functionality.

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

Solution Add-Ons

Beyond the Esker’s baseline Order Processing solution, you can choose from optional add-on features to meet specific requirements, each available for a flat fee, including:

- 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*



The support we were given by Esker — from implementation to helping us identify rush orders — is what ultimately made this project a success.

Customer Service Supervisor — MSA

Why Esker?

Esker is a worldwide leader in cloud-based document process automation software. With this solution, you benefit from years of experience in delivering the capabilities that customers want — built into a solution that's ready to produce fast results and high value for your company with minimal cost and effort.

To protect your information, Esker's global on-demand production centres are monitored 24/7 year-round and designed for dependable data confidentiality. Esker's top priority is secure and traceable processing of your documents and messages.



SSAE 16 & ISAE 3402 compliance

Esker is proud to have earned SSAE 16 and ISAE 3402 Type 1 and Type 2 compliance for its on-demand automation solutions (following an audit conducted by A-lign™). This validates that Esker's internal controls, processes and procedures for on-demand customers have been formally reviewed and are in accordance with the SSAE 16 and ISAE 3402 guidelines.



HIPAA & HITECH Act compliance

Esker has successfully completed a thorough security assessment of its on-demand automation solutions against the published safeguards and breach reporting requirements of the HIPAA and HITECH Act. This evaluation demonstrates that Esker's processes, procedures and controls for handling ePHI are in compliance with industry standards.

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