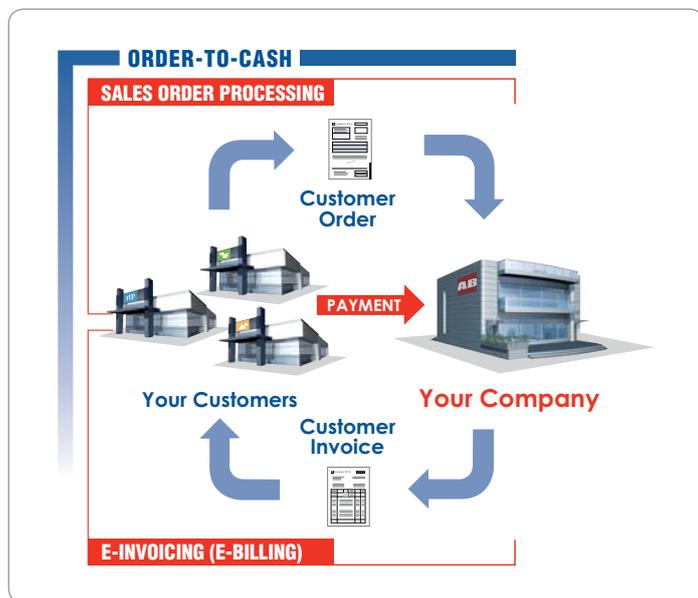


# Order-to-Cash Automation

## Setting the standard for performance in cash conversion

Automated processing of customer orders and invoices is the way efficient business is done in the 21st century, and Esfer has been at the forefront from the start. Today, as the worldwide leader in automation of document processes within the order-to-cash cycle, Esfer sets the standard for best practices that drive performance improvement. Esfer Sales Order Processing and E-Invoicing solutions — whether implemented on premise or delivered on demand — integrate with enterprise systems to remove the paper and manual tasks that limit speed and accuracy, helping businesses reduce the time and cost of turning orders into money in the bank.



### Order-to-cash challenges

When document processes in the order-to-cash cycle are paper-based, they can account for up to 30% of total operating costs. Yet many organizations have not ranked automation of order-to-cash document processes among their top strategic priorities to improve profitability.

Others have recognized that order-to-cash document processes directly affect performance in key areas —

- Order management
- Order fulfillment
- Billing
- Credit management
- Cash collection

— and that their potential to improve business performance in those areas will be strictly limited as long as they are tied to manual processing of paper documents.

### Customer order entry and processing

With manual entry and processing of customer orders, companies often have backlogs of 3 days or more. Along with hindering the ability to achieve and maintain the highest levels of customer satisfaction, manual processing stands in the way of efforts to support growth with limited resources, handle exceptions more efficiently, lower rates of errors and returns, and monitor the order pipeline.

### Customer invoicing/billing and collections

Businesses are eager to save the cost of mailing an invoice to customers, which can be as high as \$15. But many companies sacrifice e-invoicing benefits to satisfy customers who prefer to receive their invoices and other billing documents by postal mail. In addition, the inability to send billing documents as they are generated, and to immediately retrieve documents for dispute resolution or cash collection, results in payment delays that inflate Days Sales Outstanding (DSO) rates.

### Order-to-cash automation results

Automating order-to-cash document processes delivers significant business benefits by reducing the number of touch points at each step of the cash conversion cycle.

Order-to-cash automation gives companies a competitive advantage by:

- Reducing receivables and DSO rates, optimizing cash flow and management of working capital
- Improving debt-to-equity ratio, reducing external financing needs and enhancing credit rating
- Strengthening business relationships through higher customer satisfaction
- Freeing resources to focus on core business-building activities
- Lowering order-to-cash processing time and costs

Sales Order Processing and E-Invoicing solutions from Esfer encompass data capture, document formatting, routing, outbound delivery, indexing and archiving.

## Sales Order Processing

Esker customers report savings of 40%–70% on sales order processing cost, 40%–90% reduction of order processing time and up to 95% fewer order management problems. By optimizing the process of receiving, entering, checking and retrieving customer orders, businesses are able to ship more orders faster than with paper. And they gain visibility to see and control what's happening throughout the process, as well as immediate access to order information for responsive customer service.

Esker customers have been able to:

- Shorten average order entry time from 43 minutes to **11 seconds**
- Reduce fulfillment time from **4 days to 1** with the ability to **monitor and prioritize** the order queue
- Achieve and maintain **99.6%** order accuracy rate
- **Support 20% increase in order volume** without additional headcount
- **Process orders 76% faster** than manually
- **Eliminate the need for 12 fax machines** formerly dedicated to inbound orders

## E-Invoicing

With automated access to and delivery of billing information, companies using Esker solutions and mail services reduce document handling time by up to 96% while cutting the cost of sending billing documents by 40–80%. Every invoice can be processed automatically and sent electronically in real time along with supporting documents, and customers can choose how they want to receive. Immediate availability of billing documents helps to optimize dispute resolution and cash collection.

Esker customers have been able to:

- Reduce DSO by 3 days
- Cut large-volume invoice sending time from 4 days to 45 minutes
- Ensure 100% of billing documents are received
- Cut invoice delivery costs by 50%
- Save 250 hours per week
- Reduce payment delays by a minimum of 5 days

## Esker Professional Services: Discovering potential, delivering value

Using best-practice solution methodology built on years of experience and leadership, Esker Professional Services consulting teams work with customers to find opportunities for efficiency gains within the order-to-cash cycle. This proven methodology includes thorough needs assessment as well as requirements and process analysis to guarantee successful implementation and quickly deliver the full value of Esker solutions.

### Esker is the order-to-cash automation choice of high-performing companies including:

- |                         |                       |
|-------------------------|-----------------------|
| ▪ Alcan Composites USA  | ▪ NIBCO               |
| ▪ Aero Technologies     | ▪ Mittal Steel        |
| ▪ John Deere            | ▪ Samsung Electronics |
| ▪ Kimball International | ▪ SAP France          |
| ▪ Manroland             | ▪ Whirlpool           |
| ▪ MEDRAD                | ▪ Visy Industries     |

... and many others

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