



## AUTOMATING THE PROCESSING AND SENDING OF CUSTOMER AND VENDOR INVOICES WITH ESKER

Looking to modernise its financial processes, STACI, a European leader in integrated B2B logistics, advertising and promotional activities, selected Esker to automate the processing and sending of its customer and vendor invoices. After automating the processing of its vendor invoices, STACI turned to Esker to process and deliver 75% of its customer invoicing flow – continuing efforts to update and streamline its accounting and administrative services, while at the same time meeting the expectations of major customers.

### Background: A Decentralised International Organisation

Operating 17 sites across France and Europe, STACI has over 300 major accounts, 1,500 vendors, 500,000 product references and manages close to 20 million order line items per year.

Since the company's launch, the accounting teams have manually processed 1,500 vendor invoices and 3,800 customer invoices each month. In order to increase productivity and enable its teams to focus on higher value tasks, STACI decided to replace this manual method of processing. The first step was automating the processing of vendor invoices, followed by the automation, sending and archiving of its customer invoices.

### Vendor Invoice Automation: ROI Achieved in Only Eight Months

With Esker's Accounts Payable solution, STACI achieved numerous benefits including:

- **Increased productivity** up to 1.6 full-time equivalent (FTE) (administration and accounting teams)
- **Vendor invoice approval reduced by three**, and the number of invoices awaiting approval reduced by ten
- **Improved invoice traceability** throughout the validation period
- **Improved invoice archiving and search capabilities**
- **Reduced costs on consumables** related to invoice printing and photocopying



The Esker solution was very well-received by our accounting teams and has helped our internal structure. Additionally, the solution is extremely easy to use. Based on its accounting expertise, Esker truly understands our specific needs and responds to our requests efficiently. All the benefits that we anticipated have been achieved.

Brigitte Andreolis-Clavier – CFO – STACI

### Customer Invoice Automation: A Challenge of Internal Performance and Customer Satisfaction

Following the success of its first project with Esker, STACI selected Esker to optimise the end of its customer billing cycle (i.e., invoice printing, sending, tracking and archiving) – an annual volume of over 110,000 pages. Until now, the process was done in-house by 20 people spread over four decentralised locations.



Our invoicing process is tailored in that it has to adapt to the specific needs of our customers, such as levels of itemised invoices, analytical invoice distribution and approving parties, and constraints associated with purchase orders for procurement processes of large ERPs. We estimate that by optimising our invoicing process, the amount of time saved will equate to one day per month per employee. We will not only improve productivity, but strengthen our billing expertise while contributing to our environmental policy by reducing paper consumption.

Brigitte Andreolis-Clavier – CFO – STACI

With many of its important customers and large accounts moving to inbound and outbound document process automation, Esker will help STACI meet these customers' needs by offering the ability to receive invoices in different formats: paper, electronic or EDI.

Thanks to Esker, the accounting teams at STACI anticipate an ROI within one year. Esker has helped STACI achieve many benefits, including:

- **Meeting the needs of important customers** who automated their accounts payable process
- **Reducing payment delays** as invoices are sent in real time rather than at the end of the month, and improving management of potential litigation
- **Productivity gains** from outsourcing the processing and sending of invoices, eradicating duplicate invoice printing and eliminating physical archiving on internal servers
- Invoicing teams are now able to **focus on higher value tasks**
- **Improved traceability and follow-up** throughout the customer validation process
- **Reducing environmental impact** thanks to significantly less paper production



Our initial vendor invoice automation project with Esker was a success — there were no delays and it was on budget. It was clear we would collaborate with Esker to automate our customer invoices. The solution works seamlessly with all other systems and ensures flexibility for customers who have moved to 100 percent electronic invoicing, as well as those who prefer to maintain paper invoices.

Brigitte Andreolis-Clavier — CFO — STACI

## About STACI

STACI specialises in integrated B2B logistics, such as advertising and promotions management, company stores, and out-of-production purchases. It also provides a global supply chain process suited to large, networked companies that "dispatch" multi-product retail orders to multiple recipients (points of sale). With over 230,000 square metres of warehouse space across its 17 warehouses in Europe (France, Italy and Belgium), STACI manages over 500,000 product references and prepares close to 20 million yearly order line items for its 300 large international customers. STACI employs 1,000 people and achieved over 173.9 million euros in sales revenue in 2012, and remains independent of major international transportation groups. STACI consists of a group of eco-friendly companies, placing sustainable growth at the heart of its strategy.

[www.staci.com](http://www.staci.com)

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