

# **AUTOMATING PROCURE-TO-PAY & ORDER-TO-CASH VIA DIGITAL TRANSFORMATION**

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Business Development Manager

Esker



# IN THIS SESSION:

- Brief Esker Introduction
- S/4 HANA responsibilities, decision making, and communications protocol, beyond those of the systems integrator (SI)
- Learn how to meet operational expectations for the end-to-end future state of Order-to-Cash and Procure-to-Pay business process

# WORLDWIDE PRESENCE

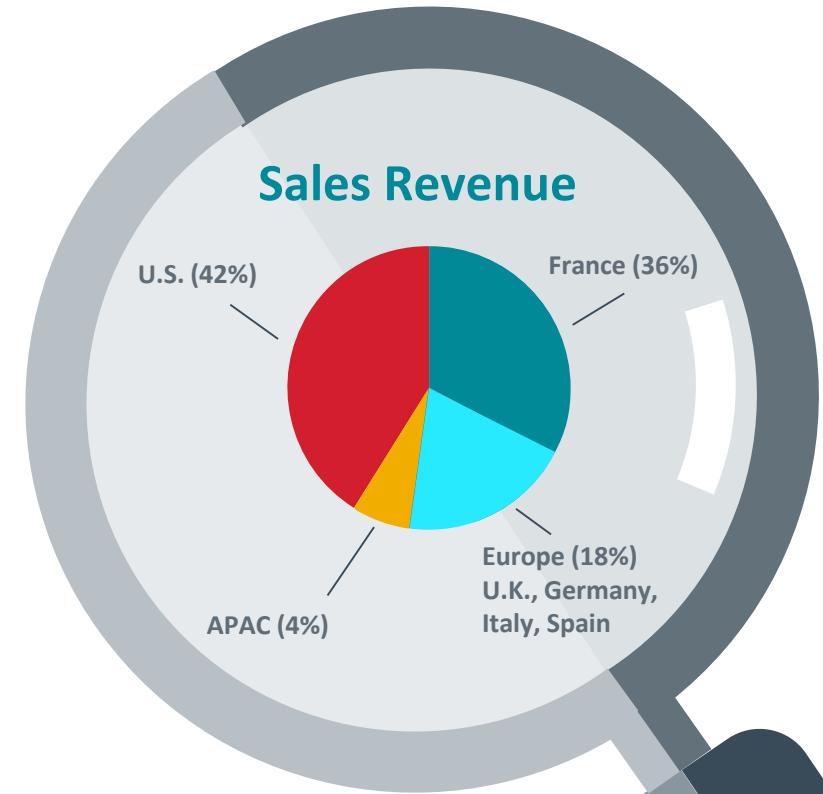


Lyon, France — Headquarters

- Derby, U.K.
- Munich & Dusseldorf, Germany
- Madrid, Spain
- Milan, Italy

- Brussels, Belgium
- Amsterdam, The Netherlands
- Madison, WI & Denver, CO, U.S.
- Montreal, Canada
- Buenos Aires, Argentina

- Sydney, Australia
- Singapore
- Hong-Kong
- Kuala Lumpur, Malaysia



# OVERVIEW



**700+**  
EMPLOYEES

**\$1B+**  
PAYMENTS  
PROCESSED

**60M**  
TRANSACTIONS  
MANAGED  
MONTHLY

**€104M**  
IN SALES ACHIEVED  
IN 2019

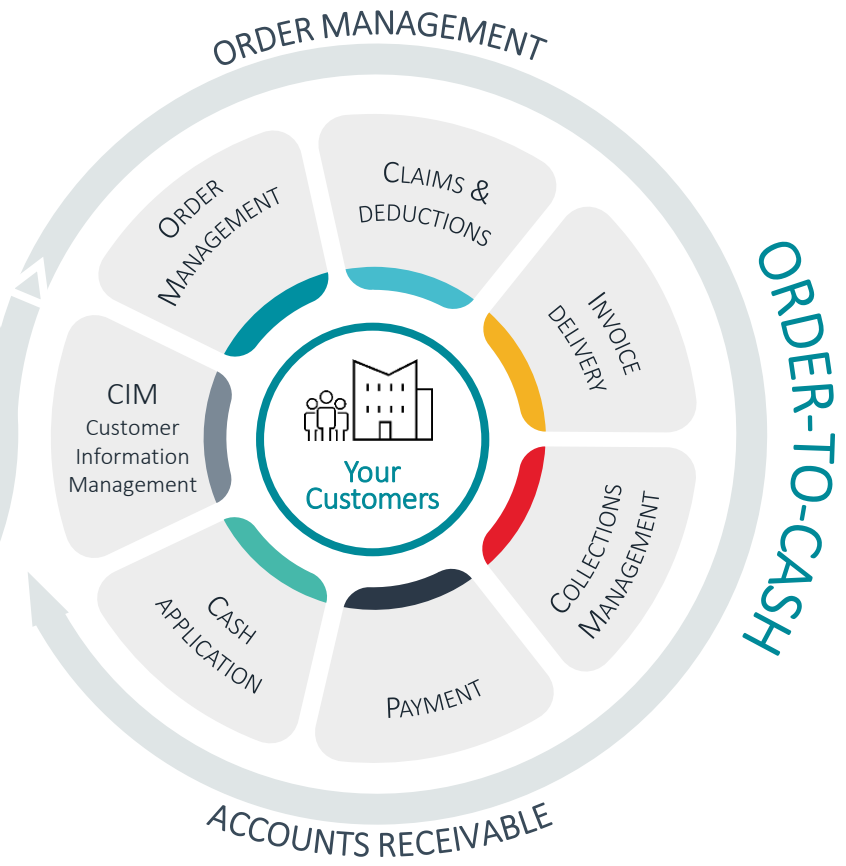
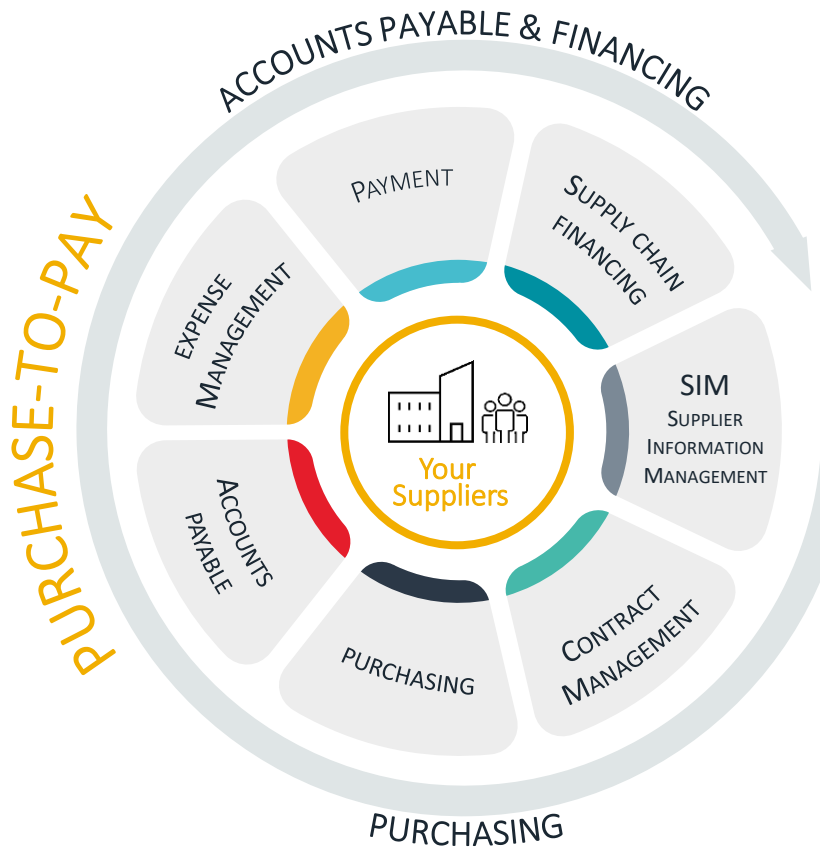
**6,000+**  
SAAS CUSTOMERS

**35+**  
years  
OF FIELD  
EXPERIENCE

**600,000+**  
SAAS USERS

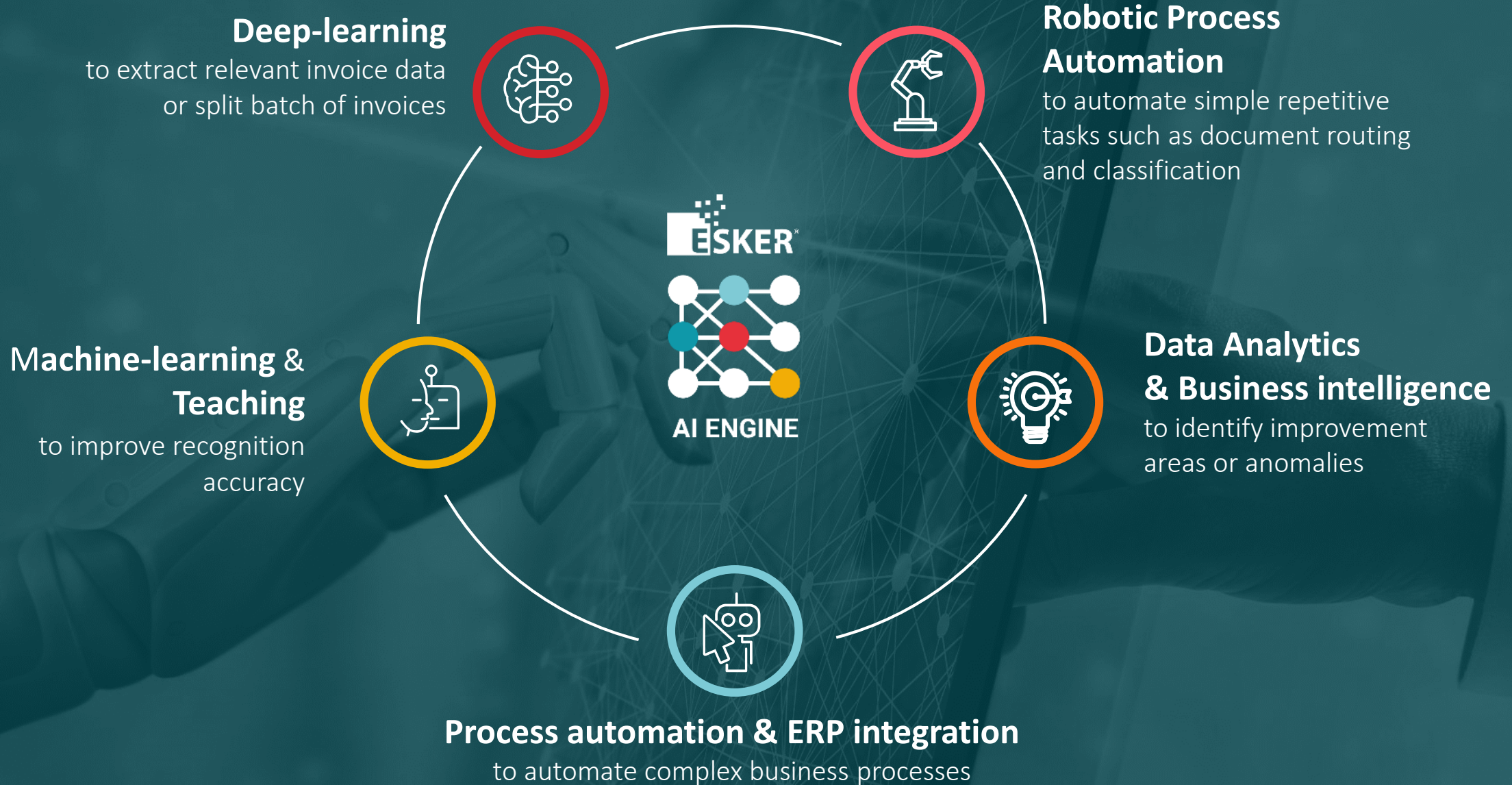
**90%**  
OF SALES ACHIEVED  
BY SAAS SOLUTIONS





**1** Interface **1** Platform

# THE RIGHT MIX OF TECHNOLOGIES







6,000

CUSTOMERS WORLDWIDE  
and counting...



LUXASIA



SIEMENS



SONY

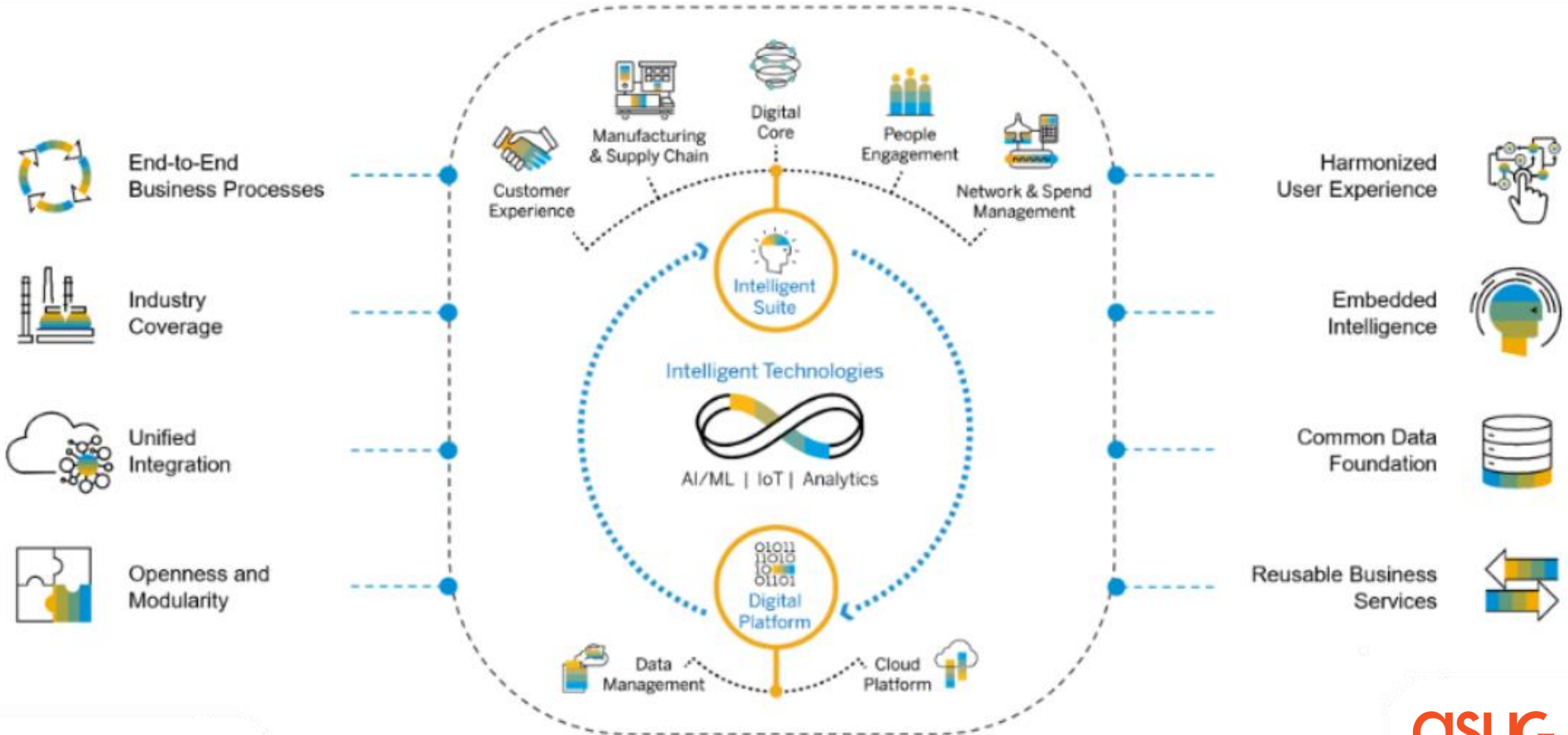


JOHN DEERE



# SAP STRATEGY

DELIVER THE INTELLIGENT ENTERPRISE

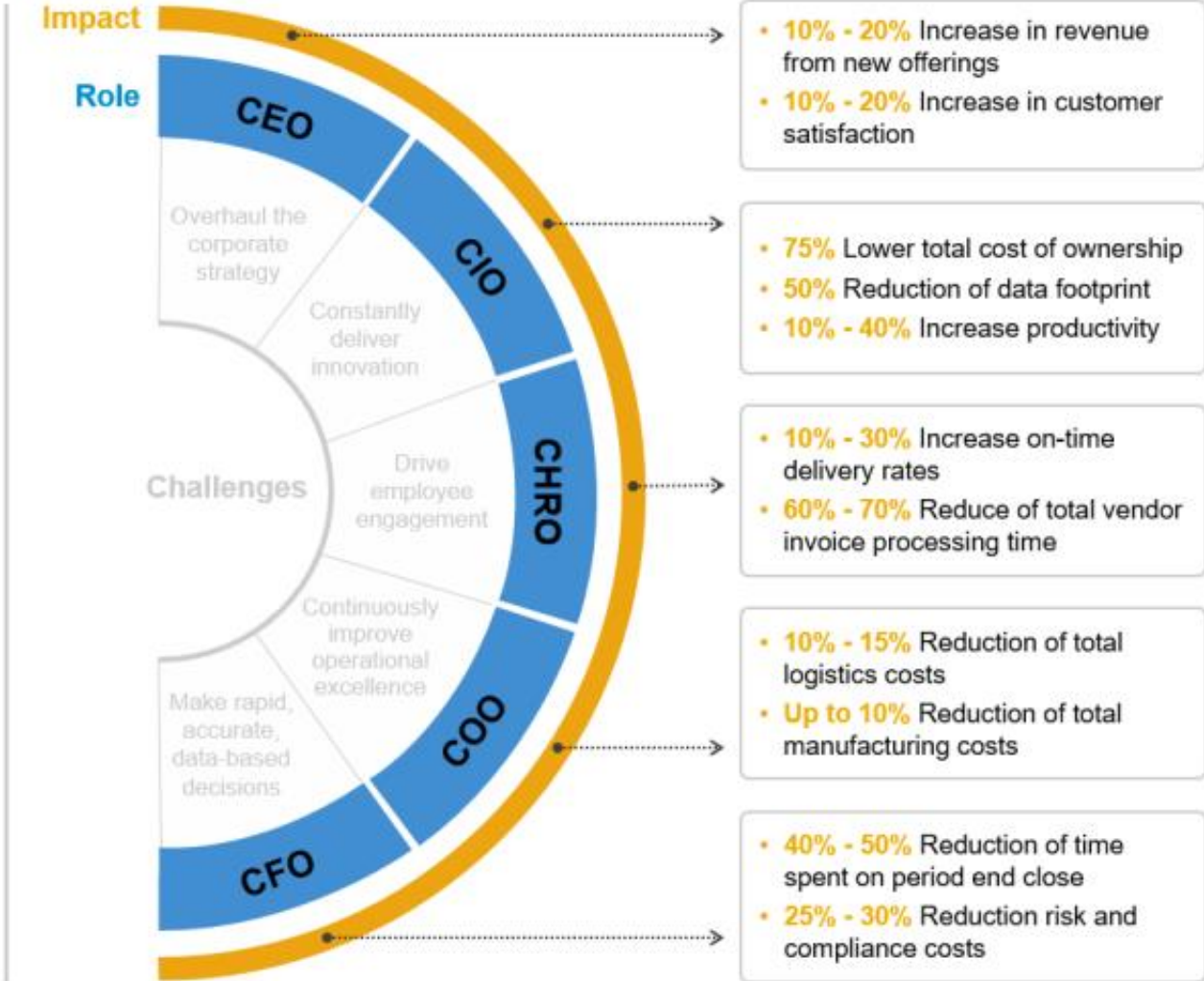


# MOVING TO SAP S/4 HANA – MANY ARE ASKING...

1. How will SAP S/4HANA (S/4) help/support business transformation?
2. What will be the new Target Operating Model (TOM) for my enterprise?
3. What's the impact of moving to S/4 on business?
4. What's the benefit/ value of moving to S/4?
5. What will future landscape look like? Will the application be deployed On-Premise or in the Cloud or Hybrid?
6. Does S/4 support my industry?
7. How to adopt standard functionality in S/4 i.e. eliminate/ reduce customization?
8. How to standardize data across the Enterprise, improve data quality and data governance processes?
9. What will be the new User Experience?
10. What will be the new DevOps strategy and what tools to adopt?



# WHY CUSTOMERS ARE MOVING TO S/4 HANA



# CHOOSE THE DESTINATION THAT'S RIGHT FOR YOU



**SAP S/4HANA Cloud**



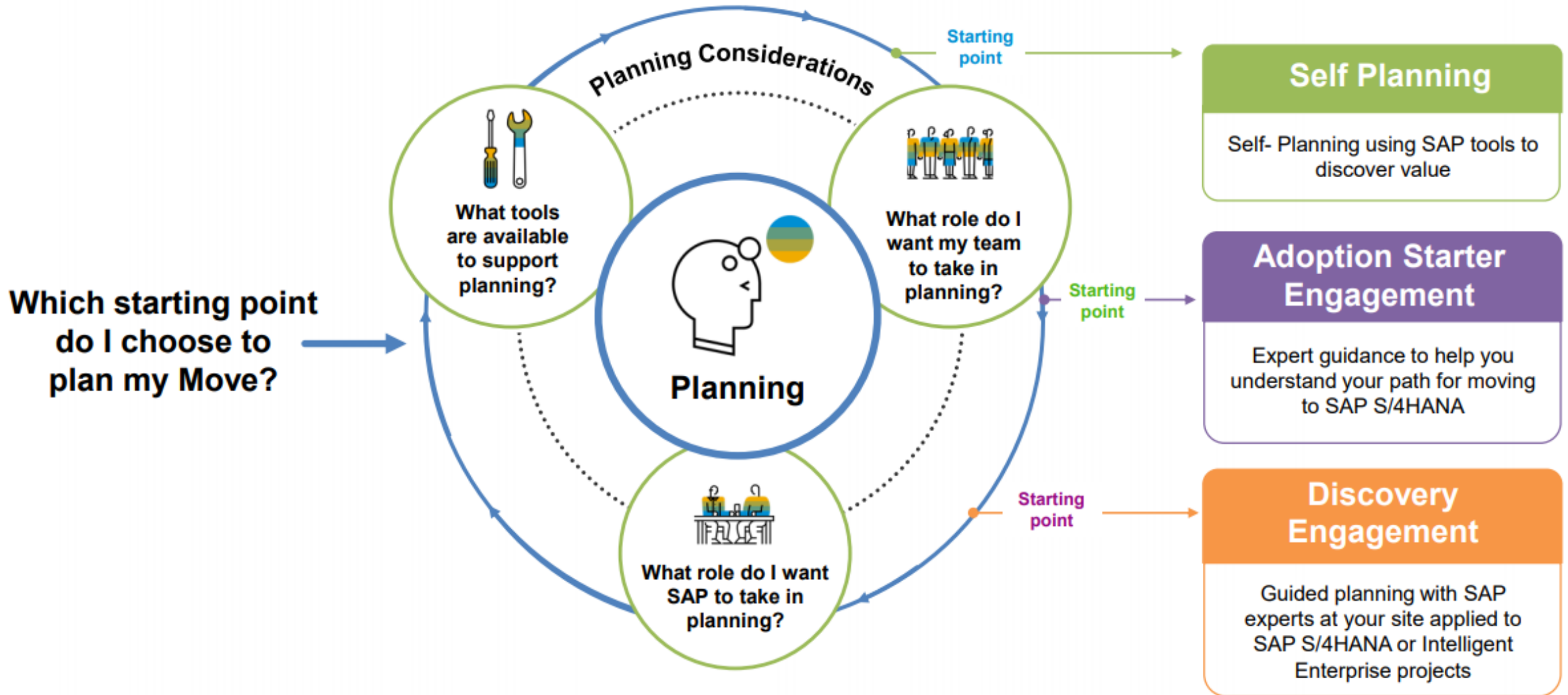
**SAP S/4HANA Cloud,  
single-tenant edition**



**SAP S/4HANA, managed  
cloud or On-Premise**

<b>Business Process</b>	<b>Standardized, core ERP</b>	<b>Flexible, extended ERP</b>	<b>Customizable, extended ERP</b>
TCO	Lowest	Lower	Higher
System Delivery	New Implementation	New Implementation	New or ECC conversion
Innovation Lifecycle	Quarterly	Semi-annual	Annual, customer-led
System Governance	SAP-led	Customer-influenced	Customer-led
IT Infrastructure	SAP, public	SAP, dedicated	Customer-managed
Customization	Within Standards	Within standards	Open to modifications
Extension	PaaS, SCP	PaaS, SCP	Open, SCP

# WHAT STARTING POINT BEST SUITS YOUR BUSINESS



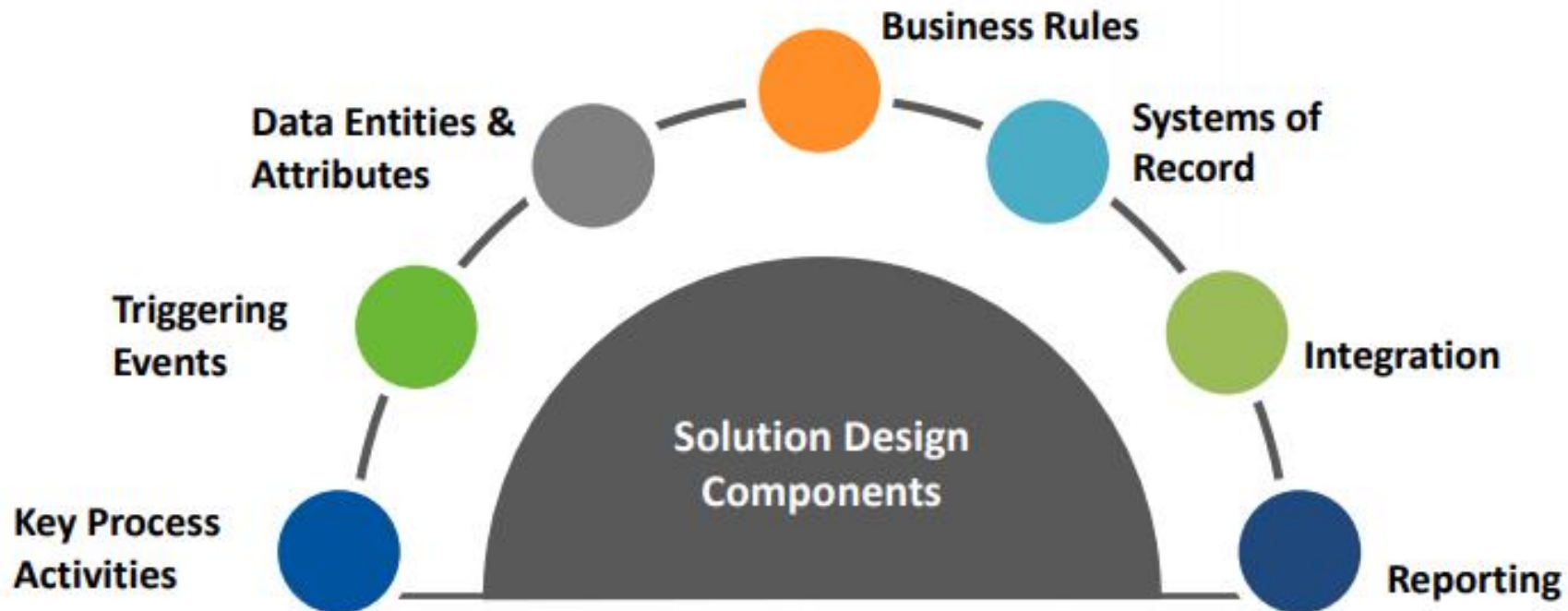


# TRANSFORMATION CONSIDERATIONS & RESPONSIBILITIES



# SOLUTION DESIGN APPROACH

The Solution Design approach creates a conceptual model for business process automation based on business rules, systems of record, unified design of different systems, and reports.



Solution Design maps business processes to software functions, identifying fits and gaps.

# BUSINESS AUTOMATION GOALS COMMON GOALS IT AUTOMATION GOALS

- ✓ EASY TO USE & IMPLEMENT
- ✓ ACCURATE & ROBUST REPORTING
- ✓ DASHBOARDS FOR VARIOUS ROLES
- ✓ ELIMINATE BOTTLENECKS
- ✓ OWN PROCESSES WITHOUT TAPPING IT RESOURCES
- ✓ ELIMINATE TRIBAL KNOWLEDGE

- ✓ RPA, AI & MASY, TIMELY DEPLOYMENT & CHANGE MANAGEMENT ✓
- ✓ LEAN O2C & P2P FUNCTIONS
- ✓ SECURITY
- ✓ INTEGRATION
- ✓ SHORT- & LONG-TERM ROI ✓
- ✓ MAINTAIN CURRENT PROCESSES IN PLACE ✓
- ✓ WORK WITH CORE ERPs ✓
- ✓ INTEGRATE WITH NEW SYSTEMS AS NEEDED ✓



EASY TO USE & ADOPT



ACCURATE & ROBUST REPORTING



DASHBOARDS FOR VARIOUS ROLES



ELIMINATE BOTTLENECKS



ELIMINATE TRIBAL KNOWLEDGE



OWN PROCESSES WITHOUT  
TAPPING IT RESOURCES



**INFORMATION  
TECHNOLOGY  
AUTOMATION GOALS**

**COMMON  
LONG-TERM GOALS:**

RPA, AI & ML

LEAN O2C & P2P FUNCTIONS

SECURITY

INTEGRATION

**BUSINESS  
AUTOMATION GOALS**



WORK WITH CORE ERPs



SHORT- & LONG-TERM ROI



MAINTAIN CURRENT PROCESSES  
IN PLACE



INTEGRATE WITH NEW SYSTEMS



EASY, TIMELY DEPLOYMENT &  
CHANGE MANAGEMENT

# MISCONCEPTIONS

## 1 **Misconception: The System Integrator (SI) will manage our transformation.**

Who will oversee internal Business and IT resources; other vendors? Will we have open engagement with company leadership on risks and issues? What tasks is the SI not providing: UAT, data conversion, etc.? Who has responsibility for realizing the transformational goals?

## 2 **Misconception: The SI will guide us to adopt leading practices baked into the software.**

Are expected levels of automation defined and understood? Are governing business rules, data requirements, event triggers, integrations, controls defined?

## 3 **Misconception: UAT is just another testing cycle, intended to "train the trainers".**

Are UAT preparation, execution, and reporting aligned to business outcomes? How are day-to-day vs. UAT execution activities balanced? Is UAT connected to but distinct from prior cycles?

## 4 **Misconception: Security is a pure technical undertaking; the SI should know what roles we need.**

Are security and controls part of the design? How are they being included in the testing plans? Are security models aligned with business processes?





## RPA: THINK THROUGH WHERE IT'S BEST SUITED

**ROLLING OUT AND MAINTAINING AN **ARMY OF BOTS** IS A FORMIDABLE CHALLENGE, AND TOO OFTEN, THE INDUSTRY DOESN'T ACKNOWLEDGE THE REALITIES OF THIS CHALLENGE. THIS INCLUDES MANY RPA VENDORS AND GLOBAL SYSTEMS INTEGRATORS. THESE GLOSSED-OVER CHALLENGES COULD HELP EXPLAIN WHY COMPANIES **DEPLOY AND MAINTAIN FAR FEWER BOTS IN PRACTICE** THAN THEY INITIALLY PURCHASE.**

Source: Eric Johnson (Forbes Councils Member), "The Rpa Hype Is Over – Here's The Reality", Forbes Technology Council, December 18, 2019



## RPA: THINK THROUGH WHERE IT'S BEST SUITED

LAYING THE FOUNDATION FOR THE **SUCCESSFUL** DEPLOYMENT OF RPA REQUIRES TAKING A MORE **HOLISTIC** APPROACH TO PROCESS MANAGEMENT AND AUTOMATION DECISION-MAKING. BUSINESSES NEED TO BETTER CONNECT IT EXPERTS WITH FRONT-LINE EMPLOYEES AND EMBRACE A **MORE AGILE MINDSET**. WITHOUT A FRONT-LINE WORKFORCE THAT'S AWARE OF AND ENGAGED WITH PROCESS INITIATIVES, THESE INITIATIVES CAN'T REACH MATURITY.



# ERP MIGRATION BY THE NUMBERS

**30%**

ARE OFF  
SCHEDULE

**50%**

FAIL ON  
FIRST TRY

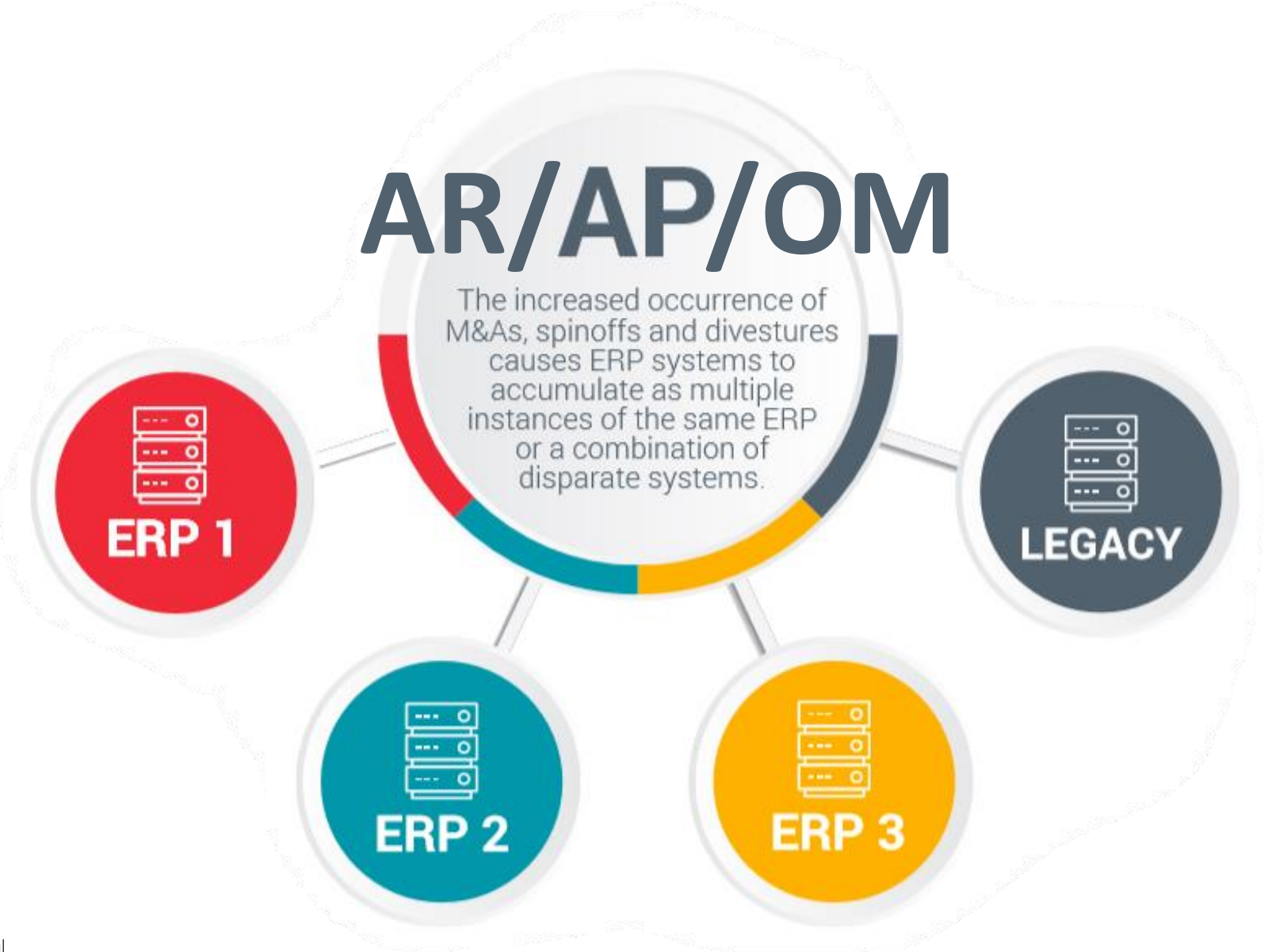
**65%**

ARE OVER  
BUDGET

Source: Jason Brucker, "Understanding the responsibilities of the business during an SAP S/4HANA implementation", Protiviti Consulting, ASUG Colorado Chapter meeting, June 21, 2019



# WE LIVE IN A MULTI-ERP REALITY



# S/4 HANA LESSONS LEARNED

- Migrating from ECC or S/4HANA is more than just a “lift and shift” project. New concepts are introduced (e.g., universal journal), while other functions become obsolete or consolidated (e.g., merging customers and vendors into business partners).
- This project leads to transformation and process optimization. Define a future-state in mind which improves on current processes.
- Although it is common to implement via an Agile methodology, have a holistic view of the solution design upfront (versus a Sprint by Sprint mindset). Understand the fit-gap and proactively address anything that may not meet future-state requirements.
- Having the clear vision early on will help make other areas more successful – such as organization change management, documenting testing plans, and training.
- Have a holistic and integrated approach on securing the S/4HANA landscape – consider the Database (HANA), Application (S/4), and Frontend (Fiori) security.

# 3 OF YOUR COMPANY'S MOST IMPORTANT ASSETS



# BOILED DOWN

IMPORTANT FACTORS IN O2C AND P2P:

**OPERATIONAL  
EFFICIENCY**

**VISIBILITY &  
TRANSPARENCY**

**CONTROL**

# BENCHMARKING OPERATIONAL EXCELLENCE

## KPI DATA CAN BE KEY

Table 2: AP Performance, Best-in-Class vs. All Others

Metrics	Best-in-Class	All Others
Cost to process a single invoice (all-inclusive cost)	\$2.18	\$12.60
Time to process a single invoice	2.9 days	10.8 days
Invoice exception rate	10.1%	23.3%
Percentage of invoices processed "straight-through"	65.3%	19.2%
Percentage of suppliers that submit invoices electronically	49.0%	16.0%
Percentage of invoices linked to a Purchase Order (PO)	79.2%	31.7%



NO SHORTGAGE OF CREDIBLE VOICES SAYING:



**SALES ORDER PROCESSING**

**TOP PERFORMERS USING DIGITAL CHANNELS INCUR AN AVERAGE COST OF \$2.00 PER SALES ORDER, WHEREAS TOP PERFORMERS USING PAPER-LADEN METHODS SPEND \$7.00. AND BOTTOM PERFORMERS USING DIGITAL CHANNELS SPEND \$6.00 PER SALES ORDER, WHEREAS BOTTOM PERFORMERS USING PAPER-BASED METHODS SPEND AN ASTOUNDING \$21.00**

– AMERICAN PRODUCTIVITY & QUALITY CENTER (APQC)

NO SHORTGAGE OF CREDIBLE VOICES SAYING:



ACCOUNTS PAYABLE

**85%** OF AP DEPARTMENTS DO NOT TRACK THEIR METRICS WITH DASHBOARDS THAT DISPLAY KPIS, AND 45% OF FINANCE EXECUTIVES LIST "**LOWERING INVOICE PROCESSING COSTS**" AS THEIR GREATEST AP PRESSURE/FUNCTIONAL DRIVER.

– THE INSTITUTE OF FINANCE & MANAGEMENT (IOFM)



NO SHORTGAGE OF CREDIBLE VOICES SAYING:



**ACCOUNTS RECEIVABLE**

**WORLD-CLASS ORGANIZATIONS REFLECT LOWER BILLING PROCESS COSTS BY 8% IN COMPARISON TO THE OVERALL DATABASE, AND HAVE ESTABLISHED AUTOMATED COLLECTION PROCESS THAT ENABLES LOWERED PROCESS COSTS BY 66%.**

– THE HACKET GROUP



# DIGITAL TRANSFORMATION/AUTOMATION ENEMIES:

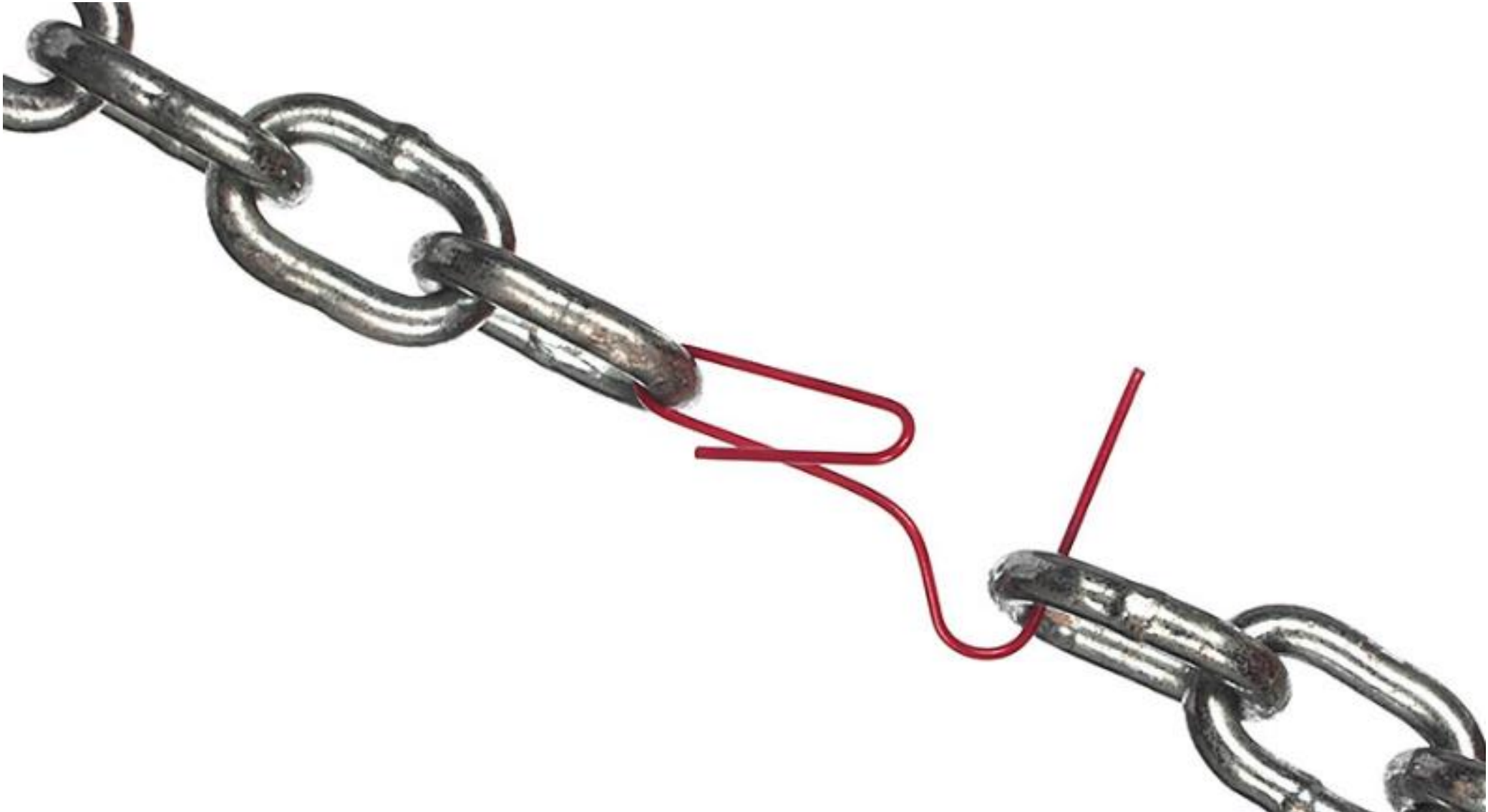
LOW-VALUE  
PROCESSES

PAPER-BASED  
PROCESSES

DISPARATE  
SYSTEMS

PARTIALLY-  
AUTOMATED  
PROCESSES

# FIND THE WEAKEST LINK IN THE ORGANIZATION CHAIN



# WHERE TO START—GET EVERYONE IN THE SAME ROOM

	Level 1	Level 2	Level 3
Strategic Alignment	<p>Everyone is doing their own thing</p> 	<p>Everyone is doing the same thing</p> 	<p>Everyone is doing the right thing</p> 
Ownership & Accountability			
Process Visualization			
Change Management			
Measurement & Controls			

# WHITE BOARD – TALK IT OUT AND MAP IT OUT

	Level 1	Level 2	Level 3
Strategic Alignment	Decentralized, highly siloed	Centralized, partially siloed	AP & Procurement aligned
Ownership & Accountability	Policies are set at local office levels	AP & Procurement owners are different	Single P2P process owner
Process Visualization	Process are ill-defined, implicit	Some processes are mapped	Consistent use of maps, SIPOCs, etc.
Change Management	Limited benchmarking conducted	Some measures are in place, limited value	KPIs help drive mgmt. decisions
Measurement & Controls	Why change?	We ought to change, but how?	Change is embraced



# HAVE A PLAN AND MEASURE EFFECTIVNESS

	Level 1	Level 2	Level 3
Strategic Alignment	Current Performance	→	
Ownership & Accountability	Current Performance	→	
Process Visualization	Current Performance	→	
Change Management	Current Performance	→	
Measurement & Controls	Current Performance	→	



# SUMMARY

## HOW TO NAVIGATE YOUR S/4 HANA JOURNEY:

- Explore and justify value to your whole organization
- Design and optimize your solution to meet your business needs
- Understand and organize your corp data assets
- Expose and define your complex and hidden processes

# WHAT MATTERS TO YOUR BUSINESS COLLEAGUES?

# ORDER MANAGEMENT AUTOMATION BENEFITS

## VALUABLE DASHBOARDS FOR EVERY USER

COO	CIO	CS MANAGEMENT/STAFF	SUPPLY CHAIN
<ul style="list-style-type: none"> <li>Orders per month</li> </ul>	<ul style="list-style-type: none"> <li>Ratio of EDI, web, fax and email orders</li> </ul>	<ul style="list-style-type: none"> <li>Orders lines per month and CSR</li> </ul>	<ul style="list-style-type: none"> <li>Priority orders to validate</li> </ul>
<ul style="list-style-type: none"> <li>Value of orders validated</li> </ul>	<ul style="list-style-type: none"> <li>Orders by submission type (fax, email, EDI)</li> </ul>	<ul style="list-style-type: none"> <li>Orders approved today</li> </ul>	<ul style="list-style-type: none"> <li>Orders waiting to validate</li> </ul>
<ul style="list-style-type: none"> <li>Customer issues per month</li> </ul>	<ul style="list-style-type: none"> <li>Average order entry time over the last six months</li> </ul>	<ul style="list-style-type: none"> <li>Number of lines by customer</li> </ul>	<ul style="list-style-type: none"> <li>Out-of-stock orders</li> </ul>



## BENEFITS OF AUTOMATED WORKFLOW

### BENEFITS FOR CSRs:

- Process orders and claims faster
- Greater job satisfaction and professional development; more time spent servicing customers and upselling
- Able to handle volume fluctuations with ease
- Improved accuracy and process control
- Retrieve orders instantly and electronically

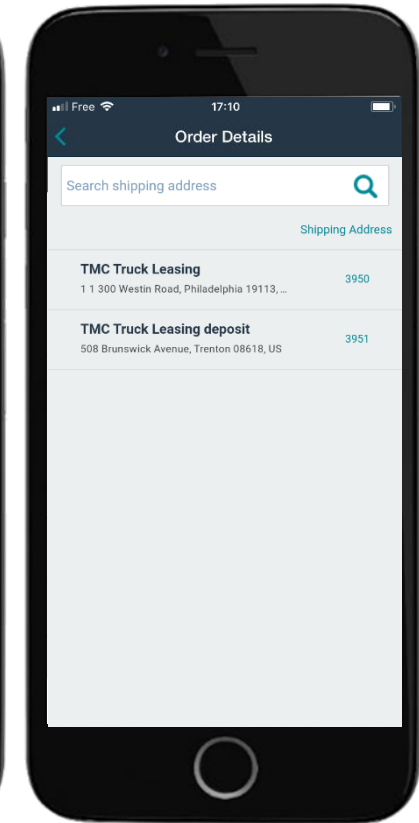
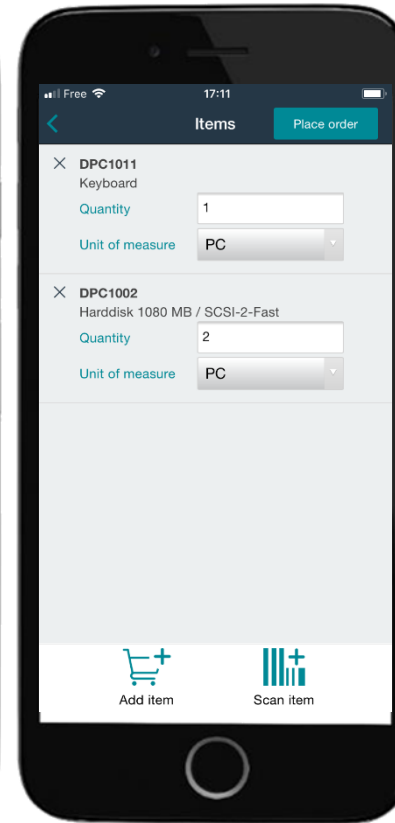
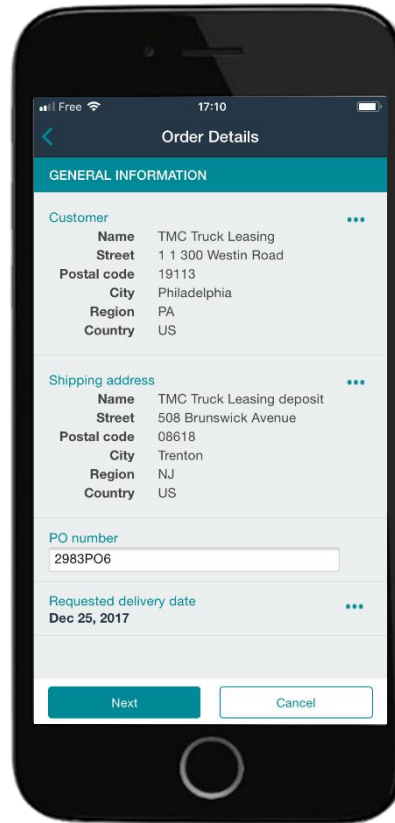
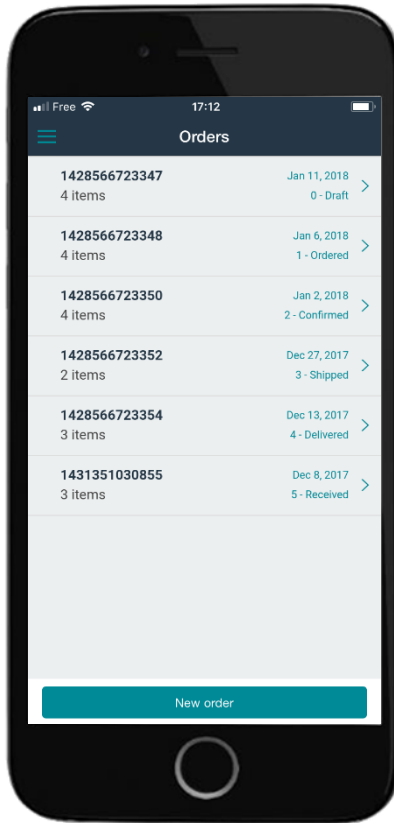
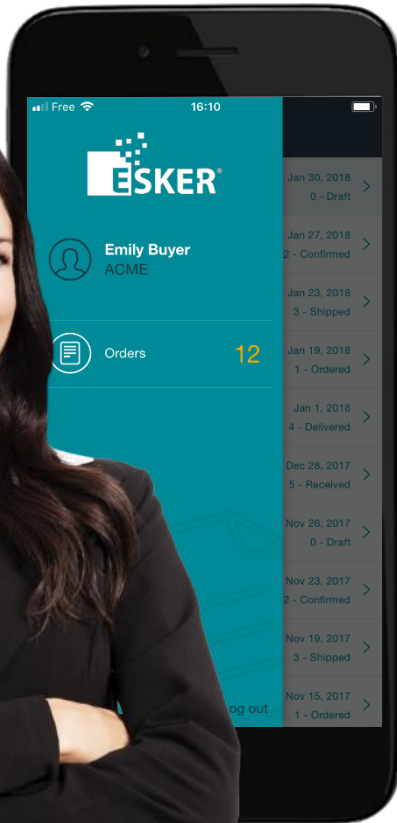
### BENEFITS FOR THE C-SUITE:

- Accelerated O2C cycle; higher customer satisfaction
- Happier CSRs and greater professional development opportunities; lower rate of staff turnover
- Avoid adding headcount to manage growth
- Greater support for regulatory compliance
- Visibility in all stages of the business process



# ESKER ANYWHERE MOBILE APPLICATION

Ability for (1) Sales reps to easily place orders on behalf of their customers, and (2) customers to easily place & track orders



Quick and efficient order placing



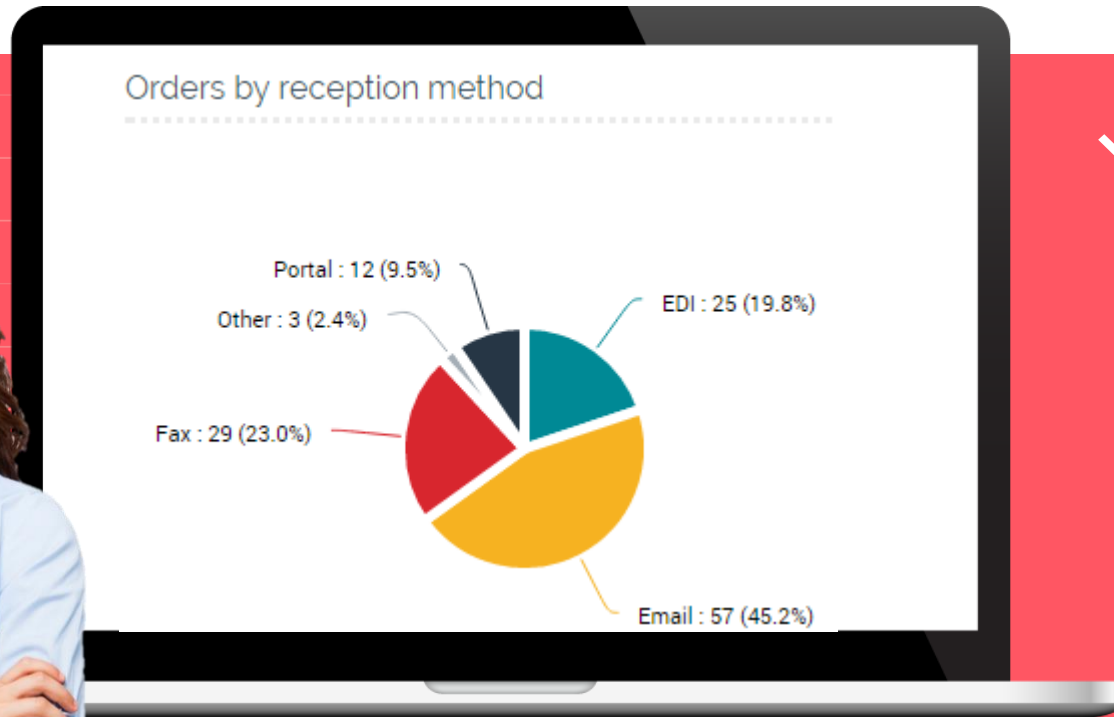
Scan items



Track your orders

# ONE SINGLE INTERFACE FOR ALL ORDERS

Regardless of the reception channel and format, one interface to process and track all orders, integrated with your ERP system.



## ✓ MULTICHANNEL

- Email
- Fax
- SFTP
- AS2
- Online ordering portal
- Customer supplier portal
- Mobile

## ✓ MULTIFORMAT

- PDF
- TIFF
- X12
- EDIFACT
- XML
- JPG
- EXCEL
- WORD
- ...



# DATA ANALYTICS FOR EACH USER

Available directly at your fingertips

Data analytics

100%  
customizable views,  
metrics & charts



## CUSTOMER

## CSR

## CSR MANAGER

## SALES REPRESENTATIVE

## SUPPLY CHAIN DIRECTOR

## CEO

- Draft orders
- Pending orders by status
- Received orders
- Pending issues
- Closed issues

- +
- Standard & priority orders to validate
  - Approved, rejected & set aside orders
  - Orders with new messages
  - Open issues

- +
- Automation rate
  - Order processing time
  - SLA compliance
  - Average number of order lines
  - Number of lines by CSR
  - Orders by reception method
  - Top-selling items
  - Issues resolution time

- +
- My customers' new orders
  - My customers' order amounts
  - My customers' top-selling items
  - My customers' order SLA compliance

- +
- Orders & priority orders to ship
  - Backlog order items (demand prediction)

- +
- Orders by month
  - Order amounts by customer
  - Top-selling items
  - New items order trends

- Custom views, metrics & charts

- Custom views, metrics & charts

- Custom views, metrics & charts

- Custom views, metrics & charts

- Custom views, metrics & charts





GE Healthcare

# CUSTOMER SUCCESS

ORDER MANAGEMENT

“This gives us the ability to focus on enhancing customer relationships, as well as increasing order processing speed and minimizing the scope for errors.”

Peter Langworthy | Head of Customer Services Europe



# ACCELERATE BUSINESS CYCLES



“Automation has allowed us to eliminate manual tasks that offer no value to the company. For example, we have **cut the time it takes to manage orders in half.**”

Customer Service Manager



- Reduced order processing time by **65%**
- Reduced turnaround time for orders with exceptions by **80%**



- Reduced time spent processing non-EDI orders by **65%**



- More than **3 times faster** order processing (from 3 mins and 46 secs to 1 min and 6 secs in average)

**Enotria&Coe**

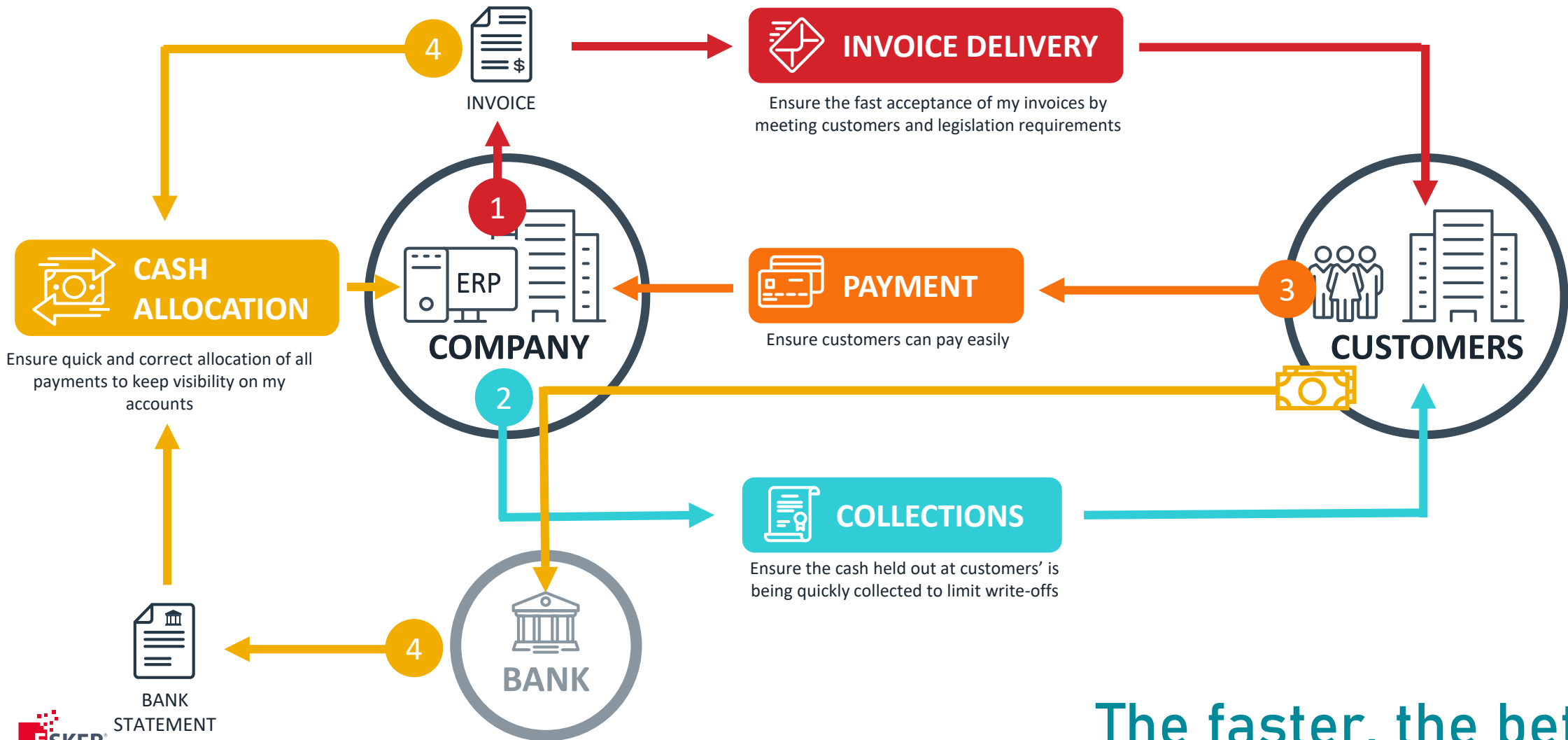
“Before Esker, we were spending **45 minutes** to input one of our customer’s multiple line orders, but this has been **reduced to under one minute** with just a couple of simple clicks of a button using the automated sales order solution”

Head of Technology



# ACCOUNTS RECEIVABLE

## MANAGING THE INVOICE TO CASH CYCLE



The faster, the better !

# ACCOUNTS RECEIVABLE AUTOMATION BENEFITS

## FOR THE AR TEAM:

- Process invoices and manage post-sales collections faster and with greater oversight
- Less time spent handling paper documents
- Significantly higher rates of customer portal adoption
- Greater job satisfaction and personal development; more time spent servicing customers and upselling
- Ability to track process improvements, customize workflow priorities and manage growth

## FOR THE C-SUITE:

- Reduced DSO, collections disputes and cash flow bottlenecks
- Improved administrative efficiency, lower invoicing costs and faster invoice delivery
- Full compliance with all international e-invoicing regulations
- Improved communication and relationships with customers
- Happier staff members and greater professional development opportunities; lower staff turnover

# WHO'S IN CHARGE?

## CREDIT MANAGEMENT



### KEEP CONTROL OVER RISK AND DSO

- Set-up and update credit policy including collections strategy
- Approves customer credit
- Monitor cash and risk
- Manage collections team
- Collaborate with sales and finance



## AR/COLLECTION



### GET THE CASH IN

- Applies collection strategy to recover customer's debt
- Collect useful information from customer
- Enter notes, promise to pay, etc...
- Collaborate with other depts. Around invoice related issues (sales, sales admin, etc...)



## FINANCE



### CASH & AR PERFORMANCE

- Supervises AR/credit management
- Monitor AR performance



## SALES



### CUSTOMER RELATIONSHIP

- Top priority is selling
- Involved in dispute management
- Collaborate with Credit management and collection for customer related issues (credit approval, disputes, late payment, etc...)



# TAX AUDIT SYSTEMS

## UNDERSTANDING THE DIFFERENCE BETWEEN THE TWO TAX AUDIT SYSTEMS

### Post-audit

*Commonly used in European  
and Commonwealth countries*

This system requires that e-invoices be archived and made available for auditing **after their issuance.**

### Clearance

*Commonly used in Latin America  
and Asia-Pacific countries*

The clearance model is based on invoice verification **in real time by the local tax authority.**

# ESKER'S AR AUTOMATION

## REMOVE THE OBSTACLES OF THE CREDIT TO CASH CONVERSION CYCLE TO GET PAID FASTER



### MANAGE CUSTOMER CREDIT RISK

Keep credit risk under control by monitoring new and existing customers credit limits and scoring.



### DELIVER THE INVOICE EFFICIENTLY

Ensure the receipt of each of your invoice in accordance with your customers preferences and local regulations.



### COLLECT CASH SMARTLY

Make sure all outstanding accounts are being reminded as per your collection strategy.



### MAKE PAYMENT EASY

Be easy to deal with by offering online tools and payment facilities.



### ALLOCATE CASH IN A TIMELY MANNER

Allocate inbound payments as soon as they arrive to keep an up-to-date receivables situation.



# CUSTOMER SUCCESS

Accounts Receivable Automation

# TOSHIBA

**50%**

**TIME SAVING**

(From 10 minutes  
To 5 minutes per  
transaction)

“Since implementing Esker, we’ve seen a 1-day reduction in DSO and \$342,000 ROI. Those are big benefits and something we would not be able to achieve without Esker.”

Todd KIRKHAM | Director of Operations and Acquisitions

# ACCOUNTS PAYABLE AUTOMATION BENEFITS

## VALUABLE DASHBOARDS FOR EVERY USER

CFO	AP MANAGERS	COST CENTER OWNER / LOB MANAGER
<ul style="list-style-type: none"> <li>Organization spend overview</li> </ul>	<ul style="list-style-type: none"> <li>Visibility over spend</li> </ul>	<ul style="list-style-type: none"> <li>Requests pending approval</li> </ul>
<ul style="list-style-type: none"> <li>AP cash flow</li> </ul>	<ul style="list-style-type: none"> <li>Spend by category, volume &amp; supplier</li> </ul>	<ul style="list-style-type: none"> <li>Budget control and forecasts</li> </ul>
<ul style="list-style-type: none"> <li>AP process metrics</li> </ul>	<ul style="list-style-type: none"> <li>Accrual reporting</li> </ul>	<ul style="list-style-type: none"> <li>Spend analysis and trend</li> </ul>
<ul style="list-style-type: none"> <li>DPO</li> </ul>	<ul style="list-style-type: none"> <li>Payment KPIs</li> </ul>	
	<ul style="list-style-type: none"> <li>Process efficiency</li> </ul>	



## BENEFITS OF AUTOMATED WORKFLOW

BENEFITS FOR THE AP TEAM:	BENEFITS FOR THE C-SUITE:
<ul style="list-style-type: none"> <li>Receive and enter invoices faster</li> </ul>	<ul style="list-style-type: none"> <li>Faster P2P cycle; more early payment discounts</li> </ul>
<ul style="list-style-type: none"> <li>Less time spent performing manual tasks</li> </ul>	<ul style="list-style-type: none"> <li>Lower AP processing costs; happier AP staff</li> </ul>
<ul style="list-style-type: none"> <li>Able to handle volume fluctuations with ease</li> </ul>	<ul style="list-style-type: none"> <li>Avoid adding headcount to manage growth</li> </ul>
<ul style="list-style-type: none"> <li>Improved accuracy and process control</li> </ul>	<ul style="list-style-type: none"> <li>Fewer late penalties and dissatisfied suppliers</li> </ul>
<ul style="list-style-type: none"> <li>Retrieve invoices instantly and electronically</li> </ul>	<ul style="list-style-type: none"> <li>Greater support for regulatory compliance</li> </ul>
<ul style="list-style-type: none"> <li>More fulfillment with job responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>Ability to repurpose staff to higher value tasks</li> </ul>

# MORE EXAMPLES - BRINGING ADDED VALUE TO EVERY STAKEHOLDER IN AP

AP SPECIALIST	AP MANAGER	MANAGER	CONTROLLER	CFO	TREASURER
<ul style="list-style-type: none"> <li>▪ Prioritize daily workload &amp; act on real-time metrics</li> <li>▪ Have automatic reminders sent to approvers</li> <li>▪ Easily identify early payment invoices</li> <li>▪ Focus on value-added functions versus data entry</li> <li>▪ Centralize info at fingertips for quick dispute resolution &amp; complete audit trail</li> </ul>	<ul style="list-style-type: none"> <li>▪ Gain full spend visibility</li> <li>▪ Run accrual reports</li> <li>▪ Monitor team efficiency based on real-time metrics</li> <li>▪ Access invoice audit trail</li> </ul>	<ul style="list-style-type: none"> <li>▪ Identify &amp; eliminate maverick spending</li> <li>▪ Take advantage of negotiated discounts</li> <li>▪ Spot issues early with large suppliers</li> <li>▪ See which suppliers make up a majority of invoices</li> <li>▪ Access/approve invoices from anywhere</li> </ul>	<ul style="list-style-type: none"> <li>▪ Access approval process history</li> <li>▪ Easily retrieve invoices online</li> <li>▪ Monitor spend budgets by cost center</li> <li>▪ Give auditors self-access to invoices &amp; supporting documents</li> <li>▪ Quickly report on spend &amp; cash management</li> </ul>	<ul style="list-style-type: none"> <li>▪ Monitor budgets &amp; spend overview</li> <li>▪ Instant access to reporting &amp; metrics to optimize cash management</li> <li>▪ Follow FTE versus number of invoices processed KPI</li> <li>▪ Keep an eye on automation rate</li> <li>▪ Get peace of mind regarding fraud prevention</li> </ul>	<ul style="list-style-type: none"> <li>▪ Monitor opportunities to leverage cash</li> <li>▪ Manage payments (e.g, authorizations, follow-ups, early payment proposals, etc.)</li> <li>▪ Follow-up on discounts for early payments</li> </ul>

# CUSTOMER SUCCESS

Accounts Payable Automation



"Our procurement operation business no longer worries about payment delays, reduced efficiency or supplier complaints."

Liu Yang | Purchasing Manager





# REDUCED OPERATIONAL COSTS



VALDESE  
Weavers

P2P

“Esker gave us everything we needed in terms of **cost reduction** and better document storage. We now have a single platform helping us control multiple processes.”

Senior Vice President of Information Systems



AP

- Reducing the number of **outstanding AP accruals by \$8 million.**
- Gaining an **additional \$29,815 in discounts.**
- **Cost savings equal to 3 FTEs.**



AP

**Saved time and money** previously spent on responding to invoice status calls



P2P

**\$40-50,000** in annual savings thanks to drastic reductions in paper and postage costs.

**\$18,000** in annual savings thanks to less time spent on manual tasks.



**30% in additional savings** each month thanks to **more early payment discounts** captured

## TECHNICAL DETAILS

TO BOLDLY GO WHERE NO MAN HAS GONE BEFORE...



# WHY ESKER?

## NOT ALL AUTOMATION SOLUTIONS ARE CREATED EQUAL

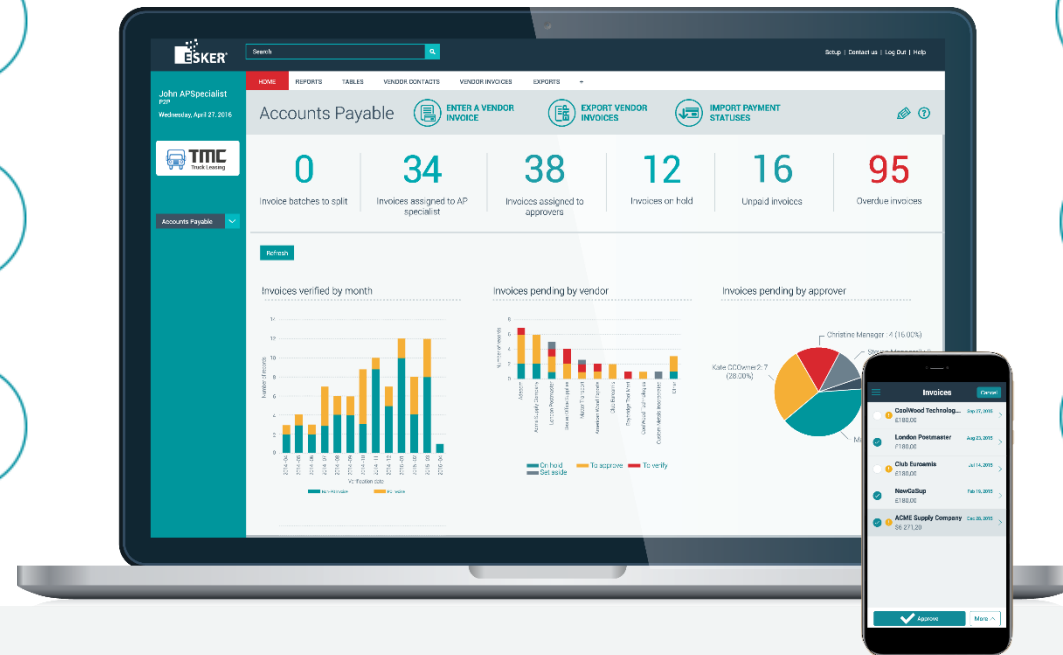
**Multi-tenant cloud platform**  
(ISO 27001, SSAE 18  
& ISAE 3402)



**Artificial intelligence**  
improves accuracy  
& predictive analytics



**Mobile capabilities**  
to manage key activities  
while on the go



**One solution, one interface**  
All formats past, present & future  
(PDF, EDI, SCAN, FAX, MAIL, SMS, etc.)



**Multiple ERP integration,**  
independent yet fully connected

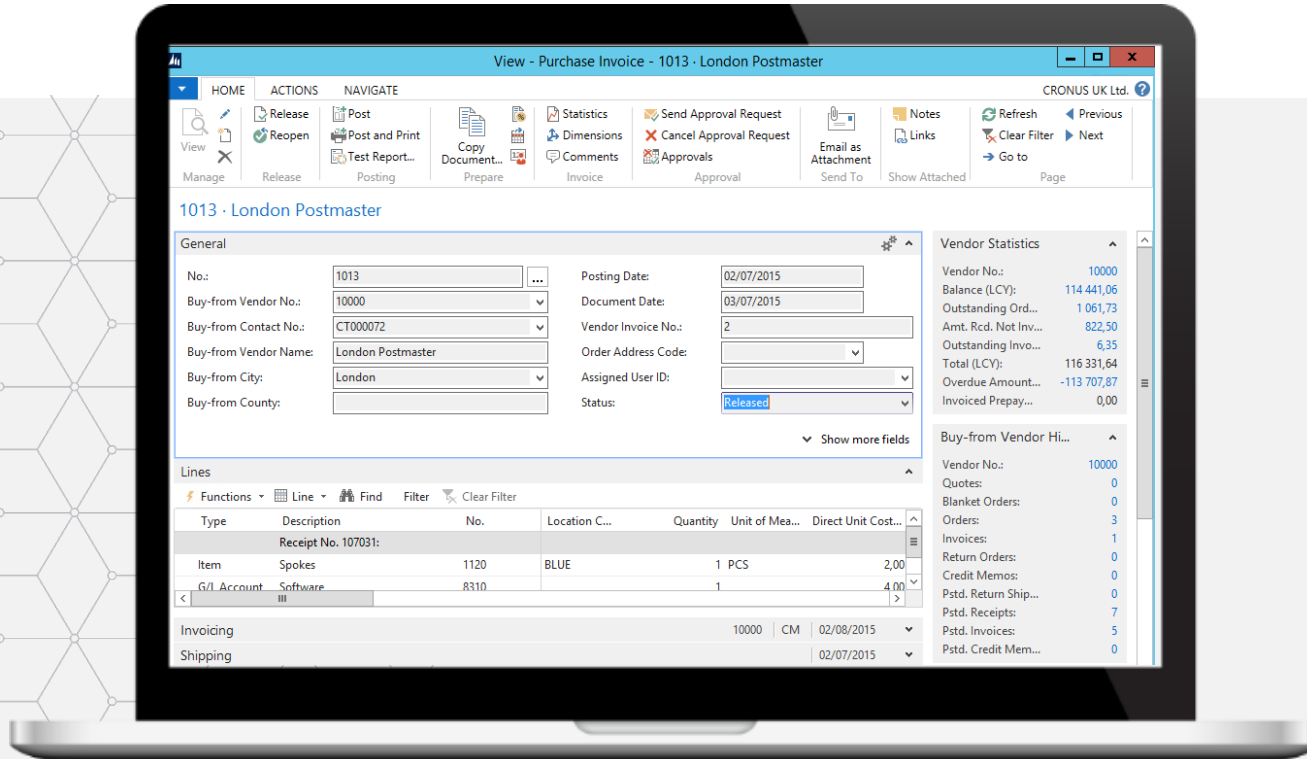


**Agile methodology**  
for global solution delivery & rapid  
implementation



# MULTI-ERP INTEGRATION

## COMBINED TECHNOLOGIES FOR MORE EFFICIENCY



Fast set-up  
and go live



Reliable  
integration

*Built-in and  
multi-ERP connectors:*



ORACLE

NETSUITE



MORE ►





# Questions?

For questions after this session, feel free to contact me at  
[Marko.Beric@esker.com](mailto:Marko.Beric@esker.com)

# Thank you.

Stay connected. Share your SAP experiences anytime, anywhere.  
Join the ASUG conversation on social media: **@ASUG365 #ASUG**



# WHO WE WORK WITH

MEDICAL  
DEVICES

PHARMA

LUXURY  
GOODS

SPORT  
EQUIPMENT

ELECTRONICS

OTHER

**Alere**<sup>TM</sup>

**Integer**<sup>TM</sup>

**FRESENIUS  
MEDICAL CARE**

**LifeNet Health**<sup>®</sup>  
Saving Lives. Restoring Health. Giving Hope.

**smith&nephew**

**sysmex**  
Lighting the way with diagnostics

**AmerisourceBergen**<sup>®</sup>

**SERVIER**

**Nature's  
Way**

**brammer** **bio**

**PiLeJe**  
la compagnie  
DES VÉTÉRINAIRES

**UPSHER-SMITH**  
Partners in Health Since 1919

**ORDESA**

**LABORATORIO  
VARIFARMA**

**FENDI**

**LVMH**  
WATCHES & JEWELLERY



**LUXASIA**

**SONIA RYKIEL  
PARIS**

**DECATHLON**

**DECATHLON | PRO**

**SONY**<sup>®</sup>

**SONE LACROIX**  
Solutions  
Electronics

**muRata**  
INNOVATOR IN ELECTRONICS

**Premier Farnell**

**rescent  
electric  
supply  
company**

**POTTER**  
The Symbol of Protection



**NAVAL  
GROUP**

**arcelik**

**CHANTIERS  
DE L'ATLANTIQUE**

**BMW  
GROUP**

**Culligan**  
le meilleur de l'eau



# WHO WE WORK WITH

SERVICES

INDUSTRIAL  
EQUIPMENT

BUILDING  
MATERIALS

FOOD &  
BEVERAGE

RETAIL/  
WHOLESALE

CHEMICAL



DAIMLER



Novatech

