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## Esker helps Cable and Wireless to Accelerate its Cash Collection and Procure-to-Pay cycles

## **Background**

Cable and Wireless is one of the world's leading international communications companies, providing enterprise and carrier solutions to the largest users of telecoms services across the UK, US, continental Europe and Asia,

## **Objectives**

When Cable and Wireless required a document output management solution to increase the efficiency of its document processes, it selected Esker DeliveryWare, a multi-channel document delivery provider. Cable and Wireless adopted SAP as its main Enterprise Resource Planning (ERP) system to drive more efficient processes across all areas of its business and as a result, it needed to replace an old unsupported solution that was used to fax out the company's purchase orders. Simultaneously, a project to save time and costs with the redeployment of a key SAP developer from working on creating and modifying document output was also critical.

## Strategy

Issues that Cable and Wireless wanted resolving were;

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ESKER®
Document Process Automation

 Outsource non-core faxing activities for the procurement department with an automated fax solution for SAP.

• Automatic delivery of remittances to speed up Procure-to-Pay process.

Personalised documents to accelerate cash collection

Results

Financial Quick Wins – 90% saving on document development time - Under the banner of "Quick

Wins", a project was launched to improve cash collection at Cable and Wireless. David Brownjohn

explained "We realised that, with Esker DeliveryWare, a number of more complex dunning cycles

could be processed and sent out to different types of customer, depending on their outstanding

debtor days, which would enable us to collect cash faster".

He added: "Based on the time it would take internal resources to create 25 dunning letters manually,

we allocated 60 days for the development. However, with Esker DeliveryWare the time was cut by

90% - equating to over 400 hours of development time saved that could be redeployed to other

critical areas of the business. This was also achieved with minimal disruption and risk to the

business, allowing us to increase customer satisfaction through more personalised documentation".

**ENDS** 

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