

Esker Helps TT Electronics Welwyn Quit Paper and Improve Customer Satisfaction

Derby, UK — January 30, 2014 — [Esker](#), a worldwide leader in [document process automation solutions](#) and [SAP®](#) software solution and technology partner, announced today it has been selected by TT Electronics Welwyn to automate their [Sales Order Processing](#) (SOP) function to maximise customer satisfaction by becoming '[paper-free](#)' – and eliminating manual document handling.

TT Electronics Welwyn has been an Esker customer for 10 years, using Esker solutions in Europe and North America for outbound document delivery for invoices; purchase orders; statements; and remittance advices. A recent announcement by the Logistics Director - of a global drive for error reduction - resulted in a renewed focus on reviewing core business procedures, including document processing. This revealed a number of business challenges, including those being experienced by the Customer Services department, particularly with manual tasks such as errors with keying-in order information. These errors were causing service level issues for customers, including shipment errors and incorrect product deliveries. Manual tasks can be labour-intensive, time-consuming and error prone – all of which generate a high cost per transaction for businesses, and impact negatively not only on service levels but also on profit levels.

Improved customer service levels

By automating the SOP process with the Esker solution, TT Electronics Welwyn has been able to remove manual procedures and eliminate paper – resulting in more efficient processing and reduced error rates. With typical order processing time being vastly improved with the Esker solution, the new, streamlined process has also enabled Customer Services staff to focus on added-value activities in order to improve customer service levels: incorrect, lost and duplicate orders are avoided; audit trails help meet service level agreements.

Reduced cost bases

Duncan Robson, Customer Service and Sales System Support Manager at TT Electronics Welwyn, commented: “We are very pleased with the new, automated SOP solution, which has significantly improved the productivity in our Customer Service department. Customer Service excellence has always been a fundamental goal for TT Electronics Welwyn, but never more so than in the current economic climate where there is increased pressure to eliminate non-value added activities, and unlock the potential to reduce cost bases and improve operational efficiencies.”

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Alistair Nicholas, MD of Esker Northern Europe said: “In today’s economic climate, businesses are under much more pressure to eliminate non-value added activities and improve processes. Esker offers the benefits of a complete customer order automation solution as either an on-Premise or on-Demand service; so you have the choice of solution that best fits your organisation’s requirements. In light of the difficulties that businesses continue to face, it is important to ensure that companies are aware of the latest technology to help improve the way that they do business with their customers, whilst also being able to make significant cost and time savings. Our aim is to help organisations reduce the inefficiencies caused by a dependence on paper, and reduce the negative impact of ineffective document processing - Esker can help businesses vastly improve typical order processing time.”

About TT Electronics Welwyn Components

[TT Electronics Welwyn Components](#) is a world leader in the design and manufacture of resistors and microelectronic assemblies, providing a wide range of multi-market resistive products, advanced custom micro assemblies and packaging technologies from its design and manufacturing facility in the North East of England.

TT Electronics Welwyn's knowledgeable engineering teams provide expert application design support to the world's leading manufacturers in the industrial, defence, avionics, medical and automotive markets. Building strong working partnerships with customers enables TT Electronics Welwyn to solve even the most complex design problems.

As a member of the global [TT Electronics plc](#), TT Electronics Welwyn is supported by a worldwide network of sales channels and sales offices throughout Europe. Local support is backed up by a global logistics team whose aim is it to continually exceed customer expectations.

About Esker

Esker is a worldwide leader in document process automation solutions. Addressing all types of business processes, from accounts payable and accounts receivable to order processing and procurement, Esker cloud computing solutions enable companies to automate the reception, processing and sending of any business document with one platform. Esker helps over 80,000 companies around the world to reduce the use of paper and eliminate manual processes while improving their productivity, efficiency and environmental impact.

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With 40.3 million euros in sales revenue in 2012, Esker operates in North America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin. Esker is listed on the NYSE Alternext in Paris (Code ISIN FR0000035818). For more information, visit www.esker.co.uk, Follow Esker on LinkedIn at [Esker – Northern Europe](#), or on Twitter at [@EskerNEurope](#) and join the conversation on the [Esker blog](#).

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