

ACCOUNTS PAYABLE



# SMART WORKFLOWS ERADICATE INVOICING BOTTLENECKS

Reducing invoice processing time with Esker's Accounts Payable solution improves both the supplier and employee experience





## AT A GLANCE

# Ego Pharmaceuticals



Pharmaceutical skincare products manufacturer



Founded in 1953



Headquarters: Melbourne



450 employees



SAP ERP

## CHALLENGES

### Manual processes slow down invoice approvals

Founded in 1953, Ego pharmaceuticals is the largest pharmaceutical company in Australia specialising in dermatology, and manufactures approximately 120 different product lines in Melbourne. Ego has introduced high-quality, clean and green Australian products to more than 20 markets globally and was recognised as one of the top 500 privately owned Australian companies in 2021.

Ego relied on a paper-based approach to processing supplier invoices, which was inefficient and lacked visibility. Because the invoice approval process depended on paper, it took considerable time and effort to execute payments. The manual process also made it difficult for Ego to track where each invoice was in the approval process, particularly if multiple managers needed to review it. These circumstances left managers and staff with no overview on what was being submitted for payment, leading to payment delays and suppliers frequently requesting updates.

According to My-Duyen Nguyen, Finance Services Manager at Ego Pharmaceuticals, it was quite common for an invoice to sit in an approver's in-tray for weeks — or sometimes even go missing altogether — up until the invoice was due for payment. Ego also often received the bulk of invoices at the end of the month, which added even more pressure on the accounts payable (AP) team to process for month-end.

The risk of invoices getting lost, budget blowouts, and delayed payments motivated Ego to seek out an invoice processing solution that would not only streamline the AP process — automate and digitise it to make it more transparent — but also easily integrate with its SAP ERP.

## OBJECTIVES



Speed up invoice processing



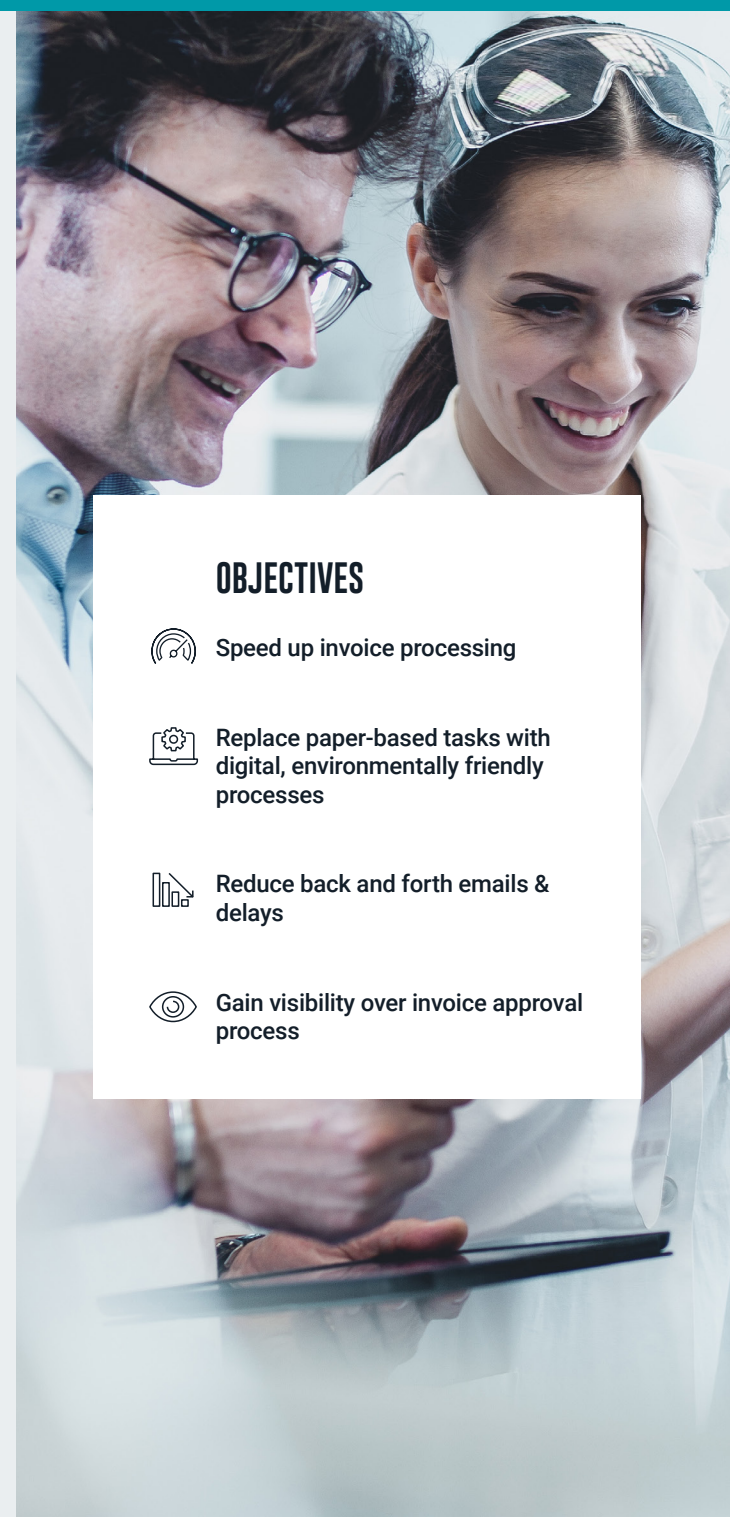
Replace paper-based tasks with digital, environmentally friendly processes



Reduce back and forth emails & delays



Gain visibility over invoice approval process





**Processing invoices with Esker is so easy that you can even do it from your couch! When the AP specialist is on leave, anyone can step in and send and post invoices and make payments without delay. It has greatly improved the teamwork as well.**

**My-Duyen Nguyen**

Finance Services Manager, Ego Pharmaceuticals

## SOLUTION

### Fuelling greater efficiency with Esker

In December 2020, Esker's Accounts Payable solution went live across the business globally, replacing the old paper-based invoice process while integrating seamlessly with the SAP ERP.

Now equipped with customisable dashboards that help track invoices at every stage and monitor important KPIs, Ego has gained full process transparency. According to My-Duyen, managers can now see exactly how many invoices are in the queue and can easily approve them, even remotely. They can see where those invoices are in the process, either still waiting for other approvals, or already in the payment queue. Esker's reporting capabilities provide cost centre owners with detailed reports that are automatically sent out on a regular basis.

The intuitive and easy-to-use interface, the Esker Anywhere™ mobile app and the workflows that make suggestions based on AI technology integrated into the solution, drastically reduced invoice processing time. What's more, the internal conversation feature built into the solution allows time-sensitive questions to be answered promptly.

Esker's Accounts Payable solution enabled Ego to move away from paper invoice processing by automating and streamlining the AP operations, unlocking valuable efficiencies and improving supplier relationships. With the invoices all in one central digital location, staff and managers can check for status updates, resulting in better visibility, accountability, and governance of spending.

My-Duyen describes her experience working with the Esker team as transparent and collaborative, and she appreciates that the team took the time necessary to thoroughly discuss improvements and workflow customisations.



**Our Managing Director approved invoices using Esker's mobile app when he tested positive for COVID-19 and was quarantining in a hotel. It was so much easier with Esker!**

**My-Duyen Nguyen**

Finance Services Manager, Ego Pharmaceuticals

# RESULTS

## Happier employees, happier suppliers


Implementing Esker's Accounts Payable solution has resulted in quick invoice approvals, faster payments, and greater control throughout the process. With 100% visibility into the status of every invoice, Ego has achieved greater command over spend and cashflow. With Esker's cloud solution, anyone on the team can view invoices at any time, without having to locate them in filing cabinets. This has accelerated Ego's end-of-month processing by at least 20%, as the accountants can easily view invoices to verify coding when necessary.

The AP team is no longer stressed or frustrated with the process. With all invoices in one central location, the team can assist with supplier enquiries more efficiently by simply using the invoice number to search for specific invoices. They no longer need to search through dozens of emails to figure out which enquiries have been responded to or processed. As a result, the team can better communicate and collaborate with the suppliers — updating them on the invoice status promptly.

Additionally, it has also reduced the number of common queries the AP team used to receive, as both the AP team and respective approving managers can now see when a specific invoice was received, and how long it has spent at every stage in the cycle.

In addition to removing invoice approval processing bottlenecks and strengthening relationships with suppliers, Esker has also helped to secure audit trails, thereby minimising the risk of non-compliance.

My-Duyen explained that one of the biggest benefits was the dramatic reduction paper waste, saving Ego from printing 70,000 sheets of paper in 2021 alone. The decision to implement the automation solution was also in line with the company's sustainability strategy to minimise and continually improve processes that may have a negative impact on the environment. The success Ego has had with Esker's Accounts Payable solution presents an excellent example of positive-sum growth: everybody wins!

 **We estimate that we have saved about 70,000 sheets of paper being printed in just one year purely from switching over to Esker.**

**My-Duyen Nguyen**

Finance Services Manager, Ego Pharmaceuticals

### HIGHLIGHTS



Improved efficiency with centralised invoices



Increased visibility over approval processes



Reduced internal enquiries to the AP team significantly



Eliminated risk of lost invoices



Saved 70,000 printed pages each year



Accelerated end-of-month processing time by 20%



# Want to automate your key business processes like Ego Pharmaceuticals?

## Our team is here to answer all your questions!

### ABOUT ESKER

Esker is a global cloud platform built to unlock strategic value for finance and customer service professionals, and strengthen collaboration between companies by automating the cash conversion cycle. Founded in 1985, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin. Our customers use our cloud solutions to increase the efficiency, productivity and visibility of their Procure-to-Pay (P2P) and Order-to-Cash (O2C) processes.

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