

ACCOUNTS PAYABLE

Recording Impressive Results for the Accounts Payable Team

Esker Accounts Payable makes global invoice management a breeze for this life sciences manufacturer.

Here is its story.



ESKER®

AT A GLANCE

Global Life Sciences Manufacturer

-  Life Sciences
-  Shared services center in India
-  27,000 invoices per year
-  Over €100m turnover
-  2,000 employees
-  Oracle ERP



Challenges

Eliminating the pains of manual invoice processing

This global life sciences and technology innovator partners with laboratories worldwide to support their growth and advance research.

The Accounts Payable (AP) team is based in the Netherlands and works closely with a shared services center in India. The team was entering hundreds of invoices every week by hand, and with no clear visibility into invoice statuses, roadblocks popped up daily. It made the whole process stressful and frustrating.

Those manual steps and approval delays eventually pushed the company to rethink its approach and consider automation. With ambitious growth plans on the horizon, they needed a smarter, faster way to handle AP—something that wouldn't slow down cashflow.

Objectives

- Automatic invoice processing
- Touchless processing for key accounts
- Faster invoice approval
- Greater visibility for the team
- Ability to scale with business growth

Solution

Improving visibility across borders

Automating the AP process constituted an important step in creating a solid foundation for facilitating business growth. After a competitive pitch process, the project team was tasked with implementing Esker Accounts Payable for the Customer Service and AP teams, in a joint initiative with key stakeholders.

Esker's ability to handle multiple company codes across different global sites within the company was key for Esker winning its business. The team also really liked Esker's flexible approach and the ability to expand the services within the AP solution.

Working closely with the Esker Professional Services and Customer Success teams, the AP team was able to convert to touchless processing, whereby any manual procedures for treating invoices are eliminated.

Since implementing Esker Accounts Payable, efficiency has considerably improved, while at the same time reducing uncertainty and errors. The AP team has also been able to focus on more value-added tasks, such as reporting and resolving supplier issues. "My main objective is that Esker is used throughout the global company," said the Senior Manager, Finance Shared Services EMEA.

"My team have so much visibility over the incoming invoices and the approval process now. The dashboards are easy to read and a team member can pick up where another one left off, which is great for a large, global team."

Accounts Payable Leader, Shared Services Centre India





Results

Immediate impacts make for happy employees

Team productivity has increased by 33% and significantly faster invoice approval times have been recorded. The Management team love the Esker Anywhere™ mobile application, which allows for approvals to go through smoothly and efficiently even when team members are away from the office.

An average of 80% of an invoice's data is now extracted automatically with only a minimum of touch points. 35% of this data is extracted by Esker Synergy AI. As time goes on, the teams plan to work closely with the Esker Customer Success team to enable additional AI teaching capabilities.

The aim is to remove all manual touch points and reduce maverick spend. This will allow staff to concentrate on higher value tasks, such as enhancing customer relationships. "We love Esker so much, we are promoting the solutions to our teams in Japan and the U.S.! The idea is to support the company globally from the team here in the Netherlands," said the Senior Finance Manager AP.

The company is also looking at the Esker e-invoicing functionality, which will provide support for the shared services centers. Esker's e-invoicing solution delivers compliant, paperless invoice processing on a global scale and removes the complexity of managing suppliers across borders.

Highlights

- Significant improvement in overall invoice processing efficiency
- 33% increase in team productivity
- 80% of manual invoice indexing eliminated
- 100% visibility of complete invoice lifecycle
- Easier query management
- Complete automation of approval process flow
- On-the-go invoice approval capabilities with Esker Anywhere™ mobile application
- AP teams are champions of Esker globally

"When an invoice comes in, even from a brand new customer, Esker is able to correctly pick up all the fields, which is just amazing."

Accounts Payable Leader

Want to automate your AP processes?

Get in touch with Esker

About Esker

Esker's AI Automation Suite for the Office of the CFO leverages the latest in Agentic AI and automation technologies to optimize working capital and cashflow, enhance strategic decision-making, and improve human-to-human relationships with customers, suppliers and employees. Esker's Source-to-Pay and Order-to-Cash solutions automate any business process while supporting long-term growth strategies. Offering 40+ years of industry knowledge, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin.

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