



## EXTENDING USAGE OF ESKER'S AUTOMATION SOLUTIONS TO CUSTOMER INVOICE PROCESSING

As part of Honeywell Automation and Control Solutions, ED&S (formally known as MK Electric) had previously relied on Esker to automate its order management process with great success. The next step in ED&S's document process improvement initiative involved leveraging Esker's Accounts Receivable automation solution with equally beneficial results.

### The Challenge

Prior to its most recent usage of Esker, ED&S was using large amounts of paper within its customer invoice process. There were many areas that could be improved by eliminating the paper, such as: automating manual effort, modernising internal processes, lowering costs, reducing delivery errors and accelerating cash collection.

When orders were placed with ED&S, the invoices would be printed out, manually sorted and batched (according to each individual customer), folded, stuffed into envelopes, and stamped for delivery by postal mail. This meant the whole invoice delivery process, from the time it took to produce the final document to the time it was received by the customer, was very slow.

Misplaced batching opened the door for more errors, which could lead to invoice disputes, and ultimately impact both internal productivity and customer relations.

### The Solution

ED&S used Esker's Accounts Receivable automation solution to improve the processing of its customer invoices. The solution's on-demand (i.e., cloud-based) model, proved an attractive proposition as its simple pay-as-you-go pricing allowed ED&S to avoid the high costs of implementing expensive in-house applications or taking up vital resources of existing staff in order to deliver the business critical documents to their customers.

### The Benefits

Today, ED&S invoice files are sent directly from their SAP® application to the on-demand production facility at Esker where a hosted rule automatically receives, batches and intelligently reads the way the invoices are to be delivered to the ED&S customer. ED&S required the invoices to be sent via a mix of both postal mail and email at the customer's request but are proactively promoting the adoption of 100% electronic invoicing.



Having worked successfully with Esker for a number of years now in helping us automate the management of our entire order-to-cash cycle, it was an obvious choice for us to extend this further to include customer invoices. We had already realised some great benefits from Esker enabling us to eliminate very paper-intensive processes from our sales order management so it was an easy decision to look at automating outbound invoice delivery.

Jason Howell — Customer Service Development & Operations Manager — ED&S

The ability to easily migrate from manual paper-based invoice delivery to electronic invoice delivery led to a number of benefits to improve the order-to-cash cycle:

- **Reduced bottom line costs** of the whole customer invoice process by 30%
- **Error elimination**, reducing the possibility of invoice disputes and improving customer relations
- **Automated batch processing**, saving on manual sort time
- **Faster delivery time to customer**, accelerating payment cycles to reduce DSO
- **Consolidation** of IT infrastructure



Esfer has given us the ability to reduce the bottom line costs of our customer invoices by around 30%. This has been achieved through the time saved from eliminating 100% of the paper in the process.

Jason Howell — Customer Service Development & Operations Manager — ED&S

Jason Howell, Customer Service Development & Operations Manager at ED&S, commented: *"Having worked successfully with Esfer for a number of years now in helping us to automate the management of our entire order-to-cash cycle, it was an obvious choice for us to extend this further to include customer invoices. We had already realised some great benefits from Esfer enabling us to eliminate very paper-intensive processes from our sales order management so it was an easy decision to look at automating outbound invoice delivery."*

*"Esfer has given us the ability to reduce the bottom line costs of our customer invoices by around 30%. This has been achieved through the time saved from eliminating 100% of the paper in the process, leading to minimal errors being made, quicker invoice processing from automated handling and allowing faster delivery to help accelerate payment cycles."*

Emmanuel Olivier, Chief Operating Officer at Esfer, commented: *"We have been delighted to be able to continue working with ED&S to further eliminate paper-based processes from their order-to-cash cycle. Esfer prides itself on reducing the inefficient non-value added tasks that paper documents cause within business processes and ED&S has been very proactive in this area to maximise the benefits that can be gained."*

Olivier added: *"We hope to further our relationship with ED&S and increase the benefits that can be gained for them by automating document processes in other areas of the business. Esfer's vision is to help other organisations like ED&S 'Quit Paper' entirely within their business processes and ultimately help accelerate the cash conversion cycle."*

### ED&S (MK Electric)

ED&S is part of Honeywell's Environmental Controls and Combustion (ECC) business unit, itself a division of Honeywell Automation and Control Solutions (ACS), a \$37 billion diversified technology and manufacturing leader, serving customers worldwide with aerospace products and services; control technologies for buildings, homes and industry; automotive products; turbochargers; and specialty materials.

ED&S is the U.K.'s leading manufacturer of circuit protection, wiring devices and cable management. ED&S consists of the MK Electric, Ackermann and Friedland brands and offers a host of integrated product solutions.

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