

# Esker solution helps Arkadin reduce invoice processing time by one third



Arkadin is one of the world's leading providers of remote collaboration solutions (audio and web conferencing solutions). Arkadin understands that communication is a vital part of any successful business, and provides customisable, cost efficient, and user friendly solutions. Founded in 2001, Arkadin has quickly grown its business, delivering annual growth of 65% over the last 5 years. Arkadin has more than 37,000 customers worldwide including Renault, Areva, Valeo, Saint Gobain, Arcelor Mittal and Adecco. Arkadin operates in 31 countries with over 1,000 employees throughout Asia, Europe and North America

[www.arkadin.com](http://www.arkadin.com)

## Communication

Arkadin has chosen Esker on Demand to automate the sending of more than 23,000 monthly invoices from its 27 worldwide subsidiaries (in Europe, North America, Asia Pacific and Africa). Arkadin has optimised its invoicing process and reduced processing time from six to two days. Additionally, Arkadin has gained in productivity and significantly improved its days sales outstanding (DSO).

### Situation

Founded in 2001, Arkadin is a leading global provider of audio and web collaboration services for businesses. With a global network of 51 offices in 31 countries and 37,000 customers worldwide, Arkadin has experienced consistently strong growth and, in 2007, decided to rethink its IT systems — particularly for accounting tools.

Each subsidiary had its own unique solution and managed the manual processing of sending monthly invoices: printing, folding, stuffing into envelopes, stamping and delivering to the postal service. Six to eight days of manual processing were required each month to manage the sending of all Arkadin's invoices. Regular errors occurred due to the manual handling, which resulted in poor DSO.

“With the rapid development and growth of our company, our IT strategy is to invest in solutions which enable us to streamline processes and reduce costs. Our invoicing process was a key element of this strategy. Esker immediately knew how to address our needs and deliver a pertinent solution, allowing us to reduce our invoice processing time by one third and to significantly improve our DSO.”

Emmanuel de Monterno ■ Director of Information Systems ■ Arkadin

### Challenge

While reorganising the IT structure, Arkadin was looking to standardise accounts receivable (AR) processes across all its subsidiaries, increase productivity and improve its Days Sales Outstanding (DSO). After putting in place a Navision solution to automate invoice production, Arkadin required a solution that would free-up its subsidiaries from the demanding and time-consuming task of manual processing, automate and outsource invoice delivery (paper and e-invoices), and speed-up the entire invoicing process.

### Solution

To address Arkadin's and its subsidiaries' different constraints, Esker was selected to automate invoice delivery. Following an initial pilot program in France, Arkadin quickly deployed the solution across its global subsidiaries in Europe, North America and Asia Pacific.

Today 27 Arkadin subsidiaries use Esker on Demand to send more than 23,000 monthly invoices (predominately e-invoices) — amounting to over 113,000 pages.

## Benefits

Esker on Demand delivers a simple and valuable invoice automation solution to Arkadin's subsidiaries:

- Consistent pricing at all subsidiaries
- Significantly reduced invoice processing time (from six to two days)
- Improved DSO
- Electronic archiving
- Improved invoice tracking and sending guarantees
- Regulatory tax compliance for e-invoicing in over 40 countries
- Major productivity gains for paper invoices — invoices are automatically sent from an Esker mail production facility at the end of each month with no manual intervention.

“**Esker is reactive on a daily basis and we are very pleased with our collaboration. Esker's company size and values closely resemble our own. Today our invoicing process works perfectly well and we are very confident for the future. Following its success in Europe, we recently deployed the Esker solution in the United States and Australia and are hopeful to eventually move to accounts payable automation.**”

**Emmanuel de Monterno** ▪ Director of Information Systems ▪ Arkadin

Drawing from the success in its 27 subsidiaries, Arkadin is considering Esker to automate its accounts payable process.

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