

Esker showcase its Order Processing Solutions at LogiMed in Berlin, Germany

Strengthens its presence in the medical device industry with St. Jude Medical

Sydney, Australia — November 12, 2016 — Esker, a worldwide leader in document process automation solutions and pioneer in cloud computing, showcased its Order Processing solutions at LogiMed, Europe's annual forum for supply chain leaders from top medical device manufacturers, held Oct. 17-18 in Berlin, Germany. Esker's customer, St. Jude Medical, a leading global medical device manufacturer, presented how it automated its order management process to achieve supply chain savings and improved customer service.

Order management and supply chain functions are particularly critical in the medical device and pharmaceutical industry in terms of health impacts and patient care. Numerous prominent companies in these sectors have chosen Esker's order processing solution to automate order management, including: BASF, Bayer, Biomet, Biomnis, Fresenius Medical Care, GE Healthcare, Kern Pharma, Johnson & Johnson, Menarini, Novartis, Philips Respironics, Roche Italia, Sanofi, Siemens, Systagenix and Terumo. Esker enables these companies to optimise their supply chain by helping to meet Service Level Agreements (SLAs).

"We believe our Order Processing automation solution generates added value and profitability for all sizes of organisations – including the local subsidiaries of these global medical devices corporations," said Christophe DuMonet, Managing Director at Esker Australia and New Zealand.

Esker automates thousands of orders received by customers on a daily basis from hospitals, clinics, doctors or other healthcare professionals. These customers have seen a number of significant business benefits thanks to order processing automation, including:

- Order processing costs reduced by 70 percent
- Up to 80 percent faster order processing times
- Reduced processing errors
- Enhanced visibility and traceability
- Ability to meet or exceed SLAs

"Tighter regulations, expired patents and the growth of generic drugs are some of the many constraints that companies are facing in this industry at a time when they need to cut costs without compromising on the level of service offered to the patients," said Emmanuel Olivier, chief operating officer of Esker. "Automating business document processes, and particularly purchase orders, helps companies reduce their costs."

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St. Jude Medical Customer Testimonial

Peter-Paul Van Heesewijk, vice president of worldwide customer service at St Jude Medical, delivered a master class at LogiMed entitled “Pursuing the Perfect Order: How Can Automation Drive Supply Chain Savings and Customer Excellence?”.

St. Jude Medical selected Esker for its ability to manage projects on an international scale and automate the order-to-invoice process in its entirety — from order reception to customer invoice processing. As of today, Esker has automated over a million annual customer orders for St. Jude Medical.

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 across the world to reduce the use of paper and eliminate manual processes while improving their productivity, efficiency and environmental impact.

Esker has global headquarters in Lyon, France, U.S. headquarters in Madison, Wisconsin, and ANZ headquarters in Sydney (since 1997). Over 1,800 companies in Australia and New Zealand rely on Esker solutions to run their businesses. For more information, visit <http://www.esker.com.au/>, follow us at twitter.com/EskerANZ and read our blog on <http://blog.esker.com.au/>

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