

# Accord Healthcare Saving 140 Hours Per Month on Order Processing with Esker's Automation Solution

**Sydney, Australia — February 2, 2017** — [Esker](#), a worldwide leader in document process automation solutions and pioneer in [cloud computing](#), today announced it is working with Accord Healthcare, a leading generic products pharmaceutical company, to automate the company's [order management processes](#). With Esker's cloud-based order processing automation solution, Accord Healthcare has reduced the time it takes to process an order from three minutes to 80 seconds — saving 140 hours per month and freeing up its customer service representative (CSR) teams to spend more time on higher-value tasks.

Accord Healthcare receives 5,000 orders each month, 85 percent of which arrive by fax and email, and the rest by electronic data interchange (EDI). These orders had previously been processed manually (excluding EDI) and required Accord Healthcare to add more staff to handle increasing volumes. Thanks to Esker, Accord Healthcare is now able to process all orders from a single interface, and its customisable dashboards allow CSR teams to monitor daily activities and order statuses, enabling them to make strategic decisions, prioritise tasks and allocate resources based on peak business activity.

Not long after implementing Esker, Accord Healthcare was able to:

- Save 140 hours per month via faster, more efficient order processing
- Increase workflow visibility to 100 percent (e.g., orders to approve, orders pending, etc.)
- Reduce low-value order entry tasks and the associated errors
- Improve customer response time thanks to instant access to information

“Esker represents a customer service guarantee from a responsiveness standpoint: even if a CSR is temporarily unavailable or on vacation, order processing will not be delayed,” said María Carmen Cano, customer service manager at Accord Healthcare, Spain. “We are more efficient thanks to the complete visibility we have over our order process and the reduced time it takes to process each order. Our CSR teams have more time for customer service and are able to deliver more personalised service.”

## About Accord Healthcare

Accord Healthcare is a fully owned subsidiary of Intas Pharmaceuticals Ltd., a leading Indian pharmaceutical company created in 1976. Headquartered in London, Accord Healthcare manages Intas' European activities with a presence in over 30 European markets. It has rapidly become one of the fastest growing pharmaceutical companies dedicated to the research, development and commercialisation of generic products.

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## 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](https://twitter.com/EskerANZ) and read our blog on <http://blog.esker.com.au/>

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