

# United Pacific Industries Goes Live with Esker's Order Processing Automation Solution

The manufacturer aims to improve customer service using a cloud-based Order Processing solution connected to Microsoft Dynamics NAV

**Sydney, Australia — January 7, 2015 —** Esker, a worldwide leader in document process automation solutions and pioneer in cloud computing, today announced that United Pacific Industries, an American manufacturer of heavy-duty truck accessories and classic car and truck parts, has gone live with the automation of its order entry process. United Pacific is leveraging Esker's Order Processing automation solution to help process orders faster, handle growing order volumes without adding headcount and free up time for its staff of Customer Service Representatives (CSRs) to call customers. The solution was implemented via Esker's cloud platform to help reduce overall costs and IT complexities.

Esker was selected based on its robust experience in the order processing arena as well as its solution's ability to seamlessly integrate with Microsoft Dynamics NAV ERP software. United Pacific currently processes over 200 orders per day (6,000+ orders per month) from its California distribution centre. Due to the company's increasing amount of drop shipment requests, approximately one-fourth of those orders used to be typed into the ERP system. As a result, United Pacific had to hire additional CSRs to perform these manual tasks — something they're hoping to alleviate with Esker.

Paul Lin, Chief Financial Officer at United Pacific is excited about the impact Esker will have on the company's order management process, saying: "Orders will now get to the warehouse quicker and be shipped and received by customers in a shorter amount of time. Esker has the capability to read, extract and automatically input the order data into our Microsoft Dynamics NAV system, allowing us to reduce the amount of resources needed to process orders and free up CSRs to call customers versus typing orders."

## About United Pacific Industries

United Pacific Industries is an American manufacturer of heavy-duty truck accessories and classic car and truck parts. With over 30 years of industry experience, United Pacific understands the rigors and stresses that its products are subjected to on the road, and is dedicated to providing today's drivers with innovative and exciting products that deliver exceptional performance and value. United Pacific carries over 20,000 items in its California distribution centre.

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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 [www.esker.com.au](http://www.esker.com.au), follow us at [twitter.com/EskerANZ](https://twitter.com/EskerANZ) and read our blog on [www.blog.esker.com.au](http://www.blog.esker.com.au).

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