

bioMérieux, Inc. Automates Fax and Email Order Processing with Esker's SAP-Certified Solution

Sydney, Australia — March 24, 2014 — Esker, a worldwide leader in document process automation solutions and SAP® software solution and technology partner, announced today that bioMérieux, Inc., a world leader in the field of in vitro diagnostics, is integrating Esker's cloud-based Order Processing automation solution within its SAP environment to achieve fully electronic order management. As a result, bioMérieux increased the efficiency and productivity of fax and email order processing while maintaining current staffing levels to handle growing order volumes.

Prior to implementing Esker, Boston University (BU) Sourcing & Procurement had been sending out purchase orders (POs) via a process that required large amounts of time and labour. BU Buyers had to physically print out each PO and run back and forth to the fax machine in order to manually fax them. Now, using Esker Cloud Fax Services, POs are instantly and electronically faxed out of SAP as soon as they're ready to send. Instead of multiple manual steps, only a few users are needed to ensure the documents go through.

Behind the Decision-Making Process

BioMérieux looked into solutions through a number of familiar industry vendors but was turned on to Esker after hearing about them from Esker customer, MEDRAD, Inc. Another deciding factor was that, as part of the purposed solution, Esker underwent a proof of concept (POC) evaluation before the final decision was made. "Esker was a game-changer for our order processing — the price, the presentation, the experience, the SAP certification. Their solution was perfectly aligned with our needs," said Farret. "Esker stepped up the challenge during the POC and exceeded our expectations. It was a way of confirming our initial confidence with them."

The Results

Today, bioMérieux's entire order management process is automated, from the time an order is received to the time it is created in the SAP system. Esker's intelligent data capture technology accurately extracts order information while automated workflow routes the orders to the appropriate CSR. As a result, bioMérieux has achieved a number of significant benefits including:

- Quick and seamless solution delivery as a result of the cloud model and agile methodology
- Reduced the average number of steps to process a fax/email order by half (from 8 to 4)
- Reduced the average amount of time to process a fax/email order from 8 minutes to 2 minutes
- Saved 53,000 euros in last half of 2013 with anticipated savings of 137,000 euros in 2014

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- Managed growing order volumes without adding headcount
- More engagement and satisfaction out of order fulfillment team
- Flexibility to leveraged solution to go beyond order processing (e.g., automate service contracts)

About bioMérieux, Inc.: Pioneering Diagnostics

A world leader in the field of in vitro diagnostics for 50 years, bioMérieux is present in more than 150 countries through 41 subsidiaries and a large network of distributors. In 2013, revenues reached €1,588 million with 87% of sales outside of France.

bioMérieux provides diagnostic solutions (reagents, instruments, software), which determine the source of disease and contamination to improve patient health and ensure consumer safety. Its products are used for diagnosing infectious diseases and providing high medical value results for cancer screening and monitoring and cardiovascular emergencies. They are also used for detecting microorganisms in agri-food, pharmaceutical and cosmetic products.

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, follow us at twitter.com/eskerinc and read our blog on www.quitpaper.com.

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