



REDUCED DSO AND IMPROVED INVOICE TRACKING WITH ACCOUNTS RECEIVABLE AUTOMATION

Samsung Electronics France has chosen Esker to automate the processing and sending of 250,000 invoices per year from its SAP® solution. The project, carried out by Esker Certified Partner, Aegis, reduces time involved in collecting customer payments by over 10% and enables invoice tracking.

The Challenge

For Samsung Electronics France, a small to medium-sized business looking to meet profitability expectations of its larger multinational company, the processing and the delivery of its customer invoices constitutes a strategic stake in improving their operations.

Prior to Esker, Samsung's annual volume of 250,000 invoices were manually processed in the following manner:

- Invoices were **manually printed** at the corporate headquarters.
- Printed invoices were **sent to an external service** to be folded, stamped and handed off to the postal service.

These manual processes were causing problems on a regular basis due to paper jams, supplies running out, illegible invoices, invoices delayed or never arriving to their destination, etc.

In order to improve financial operations and customer satisfaction, Samsung Electronics France wanted to completely automate the invoicing process from its SAP solution.

The Solution

To eliminate these issues, Samsung Electronics France worked with Aegis Consulting to implement Esker's Accounts Receivable automation solution.

Implementation of the solution was completed in one month, without the need for internal resources or modification of existing applications.

Today, Esker's solution:

- Automatically captures invoices from SAP
- Composes and formats invoices to be folded, stamped, and handed off to the postal service
- Transfers invoices to the Esker on Demand facility for color printing, folding, stamping and handing off to the postal service.

Files are transferred from Samsung Electronics France to Esker facilities each night where they are received, processed and sent out either by mail, fax or EDI.



Esker allows us to optimize invoicing processes from end to end to improve our DSO. We now have total visibility of our invoicing processes; we can easily modify formatting as needed; and we have eliminated the need to store letter head paper. And all this has been accomplished without modifying our system or maintenance thanks to the simplicity of the solution installation.

The Administrative and Finance Director





Beyond invoice processing, we would like to use Esker to automate and deliver other business documents from SAP, such as customer reminders or even to manage documents entering SAP.

The Administrative and Finance Director

Benefits

From improved DSO to invoice tracking, the benefits are concrete, and Samsung Electronics France expects to see return on its solution investment within two years.

Esker offers Samsung Electronics France:

- **Faster delivery of customer invoices and reduced DSO.** Once generated in SAP, invoices can be sent instantaneously, accelerating the process and reducing processing errors.
- **Ensured traceability and routing of invoices.** Esker offers an interface to follow the status of all sent invoices as well as to take action on invoices flagged undeliverable.
- **Response to different customer needs.** Esker offers Samsung Electronics France multichannel delivery to send invoices in the format desired by the customer (mail, fax, EDI).
- **Management of small and large volumes.** There is no need to add more infrastructure or resources as the amount of their invoicing increases.
- **Productivity gains and savings.** All manual processes have been eliminated and dependency on printing centers for sending invoices has been reduced.
- **Seamless integration into SAP and automatic formatting of customer invoices.**

Samsung

For over 70 years, Samsung has been dedicated to making a better world through diverse businesses that today span advanced technology, semiconductors, skyscraper and plant construction, petrochemicals, fashion, medicine, finance, hotels and more. Their flagship company, Samsung Electronics, leads the global market in high-tech electronics manufacturing and digital media.

Through innovative, reliable products and services; talented people; a responsible approach to business and global citizenship; and collaboration with our partners and customers, Samsung is taking the world in imaginative new directions.

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