



# MANUTAN SUCCESS STORY

## PROCESSING MORE SUPPLIER INVOICES, REDUCING PAYMENT DELAYS & STANDARDISING INTERNAL PROCESSES

### BACKGROUND

Over the next three years, Manutan, Europe's leading B2B e-commerce company, plans to double the number of references in its e-commerce catalogue, to surpass one million references. This means a significant increase in annual invoices (from 200,000 to 600,000) – a volume that could no longer be manually processed by the current accounting teams. To address this problem, the company selected Esker to automate its accounts payable (AP) process and achieve multiple objectives:

- **Respond to higher invoice volumes** while maintaining the same staff and performance levels
- **Repurpose the accounting team** to focus on more strategic, added-value activities
- **Position the finance department** as a key player in the company's digital transformation
- **Improve supplier relationships** by reducing payment delays and litigations

### SOLUTION

Esker's Accounts Payable automation solution initially went live in France and the Netherlands, and will be implemented in additional subsidiaries (Belgium, Switzerland, Germany, Portugal, England and Spain).

Esker has enabled Manutan to automate the processing of all supplier invoices. Today, 80% of invoices are received via email, thanks to direct solution integration into the company's Microsoft Dynamics™ AX ERP system.

### ABOUT MANUTAN

**Industrie:** B2B e-commerce  
**ERP:** Microsoft Dynamics AX  
**Solution:** Accounts Payable

A family-run business created in 1966, Manutan is Europe's leading B2B e-commerce company and specialises in the multichannel distribution of products and equipment for businesses and local authorities. Its vast range of select products and services is one of the largest offerings in Europe. This enables the company to meet all of its clients' needs and help them reduce their indirect purchase costs. With 26 subsidiaries established in 17 countries in Europe, the company has more than 2,200 employees and a turnover of 774 million euros in 2018/2019. Manutan France was awarded Best Workplaces in 2019.



**ESKER'S SOLUTION IS AN INVALUABLE TOOL FOR OUR COMPANY'S FUTURE AMBITIONS. THE DIGITAL TRANSFORMATION OF OUR FINANCIAL PROCESSES WAS A MAJOR SHIFT THAT WE DIDN'T WANT TO MESS UP AND ONE THAT REQUIRED THE UNFAILING SUPPORT OF ALL THE STAKEHOLDERS. TODAY, WE HAVE TOTAL CONFIDENCE IN THE SOLUTION. THANKS TO THE SOLUTION'S DASHBOARDS, APPROVERS CAN VIEW AND VALIDATE INVOICES IN JUST ONE CLICK."**

SYLVIE LUCHIER | PROCESS FINANCE MANAGER



"The project is a huge success. Our teams are on board 100%! Esker's solution is going to revolutionise their accounting jobs," said Sylvie Luchier, Process Finance Manager at Manutan. "And the benefits go beyond just our company; they also extend to our buyers and suppliers who receive on-time payments."

## BENEFITS

- 
**50% MORE PRODUCTIVITY IN THE AP DEPARTMENT**, with processing capacity per person increased from 32,000 to 57,000 annual invoices, 40% of which are touchless
- 
**INCREASED VISIBILITY & TRACEABILITY** at all levels
- 
**STANDARDISED** AP invoice processing across the company
- 
**REDUCED THE NUMBER OF APPROVERS BY HALF** thanks to a validation workflow
- 
**FEWER DISPUTES**, with an objective of staying below 4% thanks to workflow put in place which makes it possible to streamline internal exchanges and be more reactive in dealing with disputes
- 
**REDUCED PAYMENT PERIODS** and ability to negotiate discounts with suppliers
- 
**INCREASED QUALITY OF WORK & REPURPOSED ACCOUNTING JOBS**, with AP staff spending more time on higher-value tasks, such as analysis and dispute handling



**YESTERDAY, WE WERE MANUALLY PROCESSING OUR INVOICES WITHOUT ANY CONTINUITY, AND TODAY EVERYTHING IS **AUTOMATED AND STANDARDISED**. THE BENEFIT IS HUGE IN TERMS OF ONGOING IMPROVEMENT AND ONE THAT WILL HELP ALL DEPARTMENTS AND SUBSIDIARIES, AS IT'S A COMPANY-WIDE SOLUTION. WE HAVE **ALIGNED OUR BEST PRACTICES** ON INVOICE PROCESSING BETWEEN THE VARIOUS SUBSIDIARIES, AND AS KPIS ARE SHARED, WE CAN NOW MAKE COMPARISONS ON IDENTICAL BASES."**

CHERIF BENGOURINA | FINANCE AND HR IT MANAGER

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