



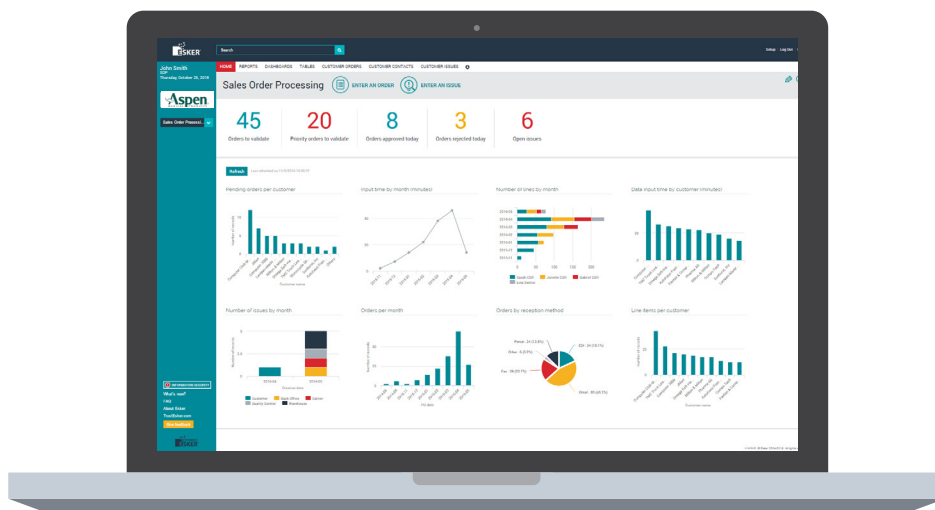
# ASPEN MEDICAL PRODUCTS SPEEDING UP ORDER PROCESSING WITH AN AI-DRIVEN AUTOMATION SOLUTION

## BACKGROUND

After experiencing a steady increase in order volumes and continual year-over-year growth, Aspen Medical, a California-based manufacturer of neck and back bracing products, was looking to optimize its order management process. Even with the successful implementation of an order portal, the firm recognized that, to effectively manage its increasing orders, it would need to automate versus hiring more people to facilitate the manual tasks. Aspen Medical realized a solution like Esker's would not only provide the time savings and scalability its team desperately needed, but also be a smart investment that could offer long-term cost savings and support continued growth.

## SOLUTION

Order processing is all about speed, and Esker's automated Order Management solution gave Aspen Medical just that. With Esker's automated and AI-driven technology in place, the company was able to improve order processing time from 2.3 orders per minute to 3 orders per minute. It may seem like a small number but shaving even seconds off order processing times means Aspen Medical is able to process more than 40 additional orders each hour and hundreds more orders each day. Even with the increase in speed, Aspen Medical was able maintain — and even slightly improve — its high level of order accuracy, going from 99.5 percent to 99.9 percent.



*"The biggest differentiator between Esker and the other companies considered was order processing speed. The **entire process is very fast** from the time we send a file to when we see them show up in Esker's system. There's also the Esker team — the **customer service is phenomenal**. You can tell that everyone at Esker is dedicated and takes a **customer-centric approach** to everything they do."*

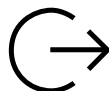
Amy Gardikas | Senior Customer Service Manager

## BENEFITS

After just six months of deployment, Aspen Medical has enjoyed significant benefits from implementing Esker's automated Order Management system, including:



The ability to handle an increase in orders **without adding headcount**



**Consistent** order processing output in the face of significant staffing changes



**Faster** order processing; from 2.3 orders per minute to 3 orders per minute



**Reduction** in time spent on end-of-day entry to just 30 minutes per day

Aspen Medical was also able to cite the efficiency and accuracy gained through Esker during an audit for ISO certification, which the company successfully earned.



*"We've been able to **easily adapt** to staffing changes and haven't missed a beat on any of our orders that are processed through Esker. That would've been a much different story if we were manually entering everything while having to train new staff. And Esker has been a **joy to work with** – I have no doubt in my mind that we picked the right partner."*

Amy Gardikas | Senior Customer Service Manager

## ABOUT ASPEN MEDICAL PRODUCTS

Aspen Medical is a privately owned company located in Southern California, manufacturing neck and back bracing products. It has 250 employees, spanning its corporate headquarters, its manufacturing plant and field sales reps. The firm's deep expertise in the industry has been built over 25 years, during which time it has developed groundbreaking products featuring innovative technology that have led Aspen's braces to become standards of care in the medical trauma industry.