

Press release

Esker Named a Leader in Multiple Analyst Reports

New AI solution features enhance Esker's Source-to-Pay solution suite

Singapore, Malaysia and Hong Kong — November 18, 2024. [Esker](#) a [global cloud platform](#) and a leader in [AI-driven process automation](#) for the Office of the CFO, today announced that it has garnered multiple recognitions from industry analysts in recent Forrester and IDC MarketScape reports. Additionally, Esker has introduced advanced Generative AI capabilities to its [Source-to-Pay solution suite](#), delivering significant improvements in supplier response time and streamlining supplier onboarding.

Esker named a Leader in The Forrester Wave™

Forrester's 31-criterion evaluation for [The Forrester Wave™: Accounts Payable Invoice Automation, Q3 2024](#) identified and shortlisted the most significant APIA providers, with Esker among them, and analyzed each provider's strategy, current offering and market presence.

According to the Forrester report, "Esker excels with a strong user experience and e-invoicing compliance. Esker's differentiated product roadmap includes a planned carbon analytics feature for AP invoice processes; it excels in providing flexible and customised pricing options for clients. Esker stands out in providing a customised supplier portal that allows suppliers to easily request early payment and provides dynamic discounting and advanced procurement functions."

... and in two IDC MarketScape reports

Esker was also named a Leader in both the IDC MarketScape: Worldwide Accounts Payable Automation Software for Large Enterprise 2024 Vendor Assessment (doc # US51740824, July 2024) and IDC MarketScape: Worldwide Accounts Payable Automation Software for Midmarket 2024 Vendor Assessment (doc # US52378624, July 2024) reports. Naturally, Esker feels like this recognition substantiates its unwavering commitment to addressing customer needs and delivering outstanding solutions.

"We consider this recognition from leading analyst firms to be exceptional," said Catherine Dupuy-Holdich, Source-to-Pay Product Manager at Esker. "We believe this is a testament to the value our solution provides to the Office of the CFO, helping achieve greater accuracy, efficiently manage cashflow and generate new revenue."

However, it's not just technology analysts that perceive Esker's solution as an efficient and modern means to achieve full AP visibility and seamless invoice processing. With a 93% automation rate, simplified and streamlined AP workflows and process visibility, Esker customer Hall's Culligan Water recorded impressive improvements in their invoice processing.

"Gaining visibility into the entire AP process was one of the main objectives of our selection team when we were looking for a solution," said Kathy Coker, Shared Services Manager at Hall's Culligan Water. "Esker has helped us meet that goal and even exceed it, because now, every approver is able to access and view invoice statuses, historical invoices, payment updates, and even GL reports in just a few clicks."

New GenAI solution features

Recent enhancements to Esker's Source-to-Pay solution suite include GenAI-assisted supplier inquiries management and supplier onboarding questionnaires.

This AI-powered agent included in Esker Synergy AI, automatically sorts and auto-generates responses based on message content from suppliers, providing an additional resource for efficiently handling inquiries such as payment status, overdue payment reminders, information updates and invoicing questions.

Synergy AI streamlines supplier onboarding with optimised data collection and simplified questionnaire creation process, enabling the automatic generation of multilingual onboarding questionnaires, which can easily be tailored to specific needs.

"Our GenAI agent offers transformative benefits by automating supplier responses to routine queries, reducing response times and facilitating the supplier onboarding process," said Dupuy-Holdich. "This not only frees up valuable time for AP teams but also improves supplier relationships by delivering faster, more consistent communication, ultimately driving greater efficiency across the entire supply chain."

About IDC MarketScape

IDC MarketScape vendor assessment model is designed to provide an overview of the competitive fitness of technology and service suppliers in a given market. The research utilises a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each supplier's position within a given market. IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of technology suppliers can be meaningfully compared. The framework also provides technology buyers with a 360-degree assessment of the strengths and weaknesses of current and prospective suppliers.

About Esker

Esker is the global authority in AI-powered business solutions for the Office of the CFO. Leveraging the latest in automation technologies, Esker's Source-to-Pay and Order-to-Cash solutions optimise working capital and cashflow, enhance decision-making, and drive better collaboration and human-to-human relationships with customers, suppliers and employees. Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin. For more information on Esker and its solutions, visit www.esker.com.sg. Follow Esker on [LinkedIn](#) and join the conversation on the [Esker blog](#).

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