

Press Release

Stelrad Achieves Significant Results Implementing Esker Order Management for its Consumer Channel

Derby, UK — July 3, 2024 — [Esker](#), a [global cloud platform](#) and leader in [AI-driven process automation solutions](#) for Finance, Procurement and Customer Service functions, today announced that Stelrad, a radiator manufacturing company, is extending the automation of its order management processes into its Consumer Channel with Esker.



“The aim of this project was to utilise Esker, which is currently in place for Stelrad’s order management, for processing orders received through our Consumer Channel. The business has seen substantial growth over the last few years and the existing manual inputting process for Consumer Channel orders was becoming too labour intensive.”

Tracey Wadkin, Customer Service Manager, Stelrad

Stelrad worked with its web agency which involved them creating a PDF that could be used as the template for the order to be processed through Esker. The team worked closely with the Esker Professional Services and Customer Experience teams on ensuring all fields were set up correctly to enable smooth order processing.

On average, Stelrad receives over 250 orders through its Consumer Channel each week, which previously the Customer Service team would manually type into the system, taking an average 1-2 minutes per order, or longer, depending on the size of the order. With this new system of creating a pdf from each order which is read by Esker’s AI technology, this time has now been reduced to seconds. Creating a readable PDF with all the fields included is the key to this successful automation.



“Using Esker for our Consumer Channel has not only sped up order processing but we have seen significant efficiencies too. This is particularly evident on a Monday or after a bank holiday weekend when orders would normally be backed up. We would often need to bring in additional team members to get orders onto the system which would take until late afternoon. Since the integration of Esker all orders are on the system by midday, without any added pressure put on my team!”

Tracey Wadkin, Customer Service Manager, Stelrad



“The results Stelrad has achieved using Esker Order Management for its Consumer Channel are fantastic. It shows that Esker can help process customer orders quickly and more accurately, improving the service delivered to their customers and enabling the customer service team to operate more efficiently.”

Alistair Nicholas, Managing Director, Esker Northern Europe

About Stelrad

Stelrad has been the UK's number one radiator manufacturer since 1936. The radiators are made at its factory in South Yorkshire on three manufacturing lines, operating daily. Stelrad produces over 2.5 million radiators for homes and industry each year, serving the UK and Ireland.

www.stelrad.com

About Esker

Esker is a global cloud platform built to unlock strategic value for Finance, Procurement and Customer Service professionals, and strengthen collaboration between companies by automating the cash conversion cycle. Esker's solutions incorporate AI technologies to drive increased productivity, enhanced visibility, reduced fraud risk, and improved collaboration with customers, suppliers and internally. Founded in 1985, 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 <https://www.esker.co.uk/>. Follow Esker on [LinkedIn](#) or [You Tube](#), and join the conversation on the [Esker blog](#).

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