

GLOBAL PHARMACEUTICAL COMPANY

BOOSTING EFFICIENCY WITH A STREAMLINED WORKFLOW THANKS TO AI-DRIVEN AP AUTOMATION

BACKGROUND

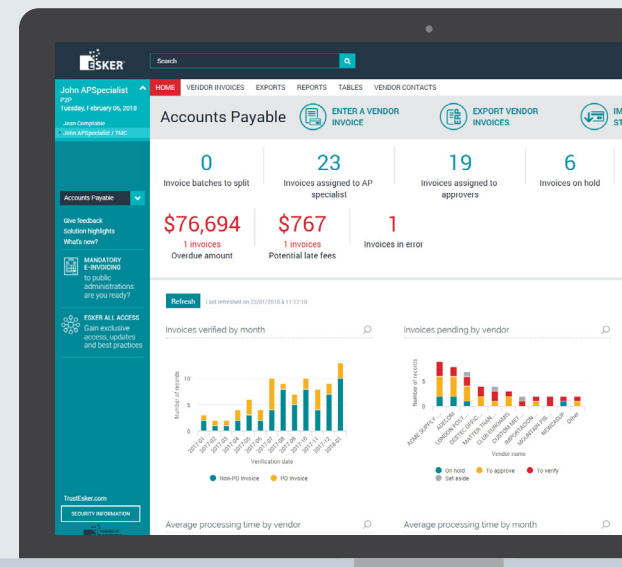
One of the largest pharmaceutical companies in Japan is known for its vision of creating and delivering new drugs and vaccines that improve the quality of life and health of people around the world.

Prior to Esker, the company employed multiple resources to manage invoice volumes but could never seem to catch up. Manual processes, combined with the sheer volume, overwhelmed employees who were increasingly prone to making mistakes. The company needed an SAP®-integrated solution with built-in capabilities to provide visibility into the AP process and track invoices from time of receipt to final payment.

SOLUTION

The pharmaceutical company turned to Esker's Accounts Payable automation solution for its affordability, seamless integration with SAP and rich invoice processing capabilities. The company is now able to take advantage of sophisticated tools like AI-driven data extraction, touchless processing, electronic workflow management and reporting.

Now, the company is paying 99.9 percent of invoices on time while reducing its dependency on additional headcount. Esker's machine-learning capabilities automatically scan and assign invoices to the proper team members while built-in dashboards enable reporting on how many invoices are arriving, who's working on them, their status, the amount of time it takes to process them and more. Staff are even alerted to irregularities when invoices aren't based on purchase orders, reducing the risk of fraud. Based on cost savings, greater efficiency and reduced errors, it began seeing a Return on Investment (ROI) within the first three months of using Esker's solution.



*"When we looked at other vendors, the thing that stood out with Esker was the **dedication and expertise** they brought to the table to address our issues. I felt like they were going to take care of us. And now that we have Esker, we're able to **identify and address** invoice processing issues more quickly and **proactively handle** any disruptions that may occur."*

Director of Systems Optimization and Disbursements

BENEFITS

Since implementing Esker's cloud-based solution, the company has already achieved significant ROI and business benefits. Some of the more impressive results include:



Maintained average invoice processing volume of 1,700 without additional headcount



Decreased time spent processing invoices with the average invoice processed in less than a day



Improved cost savings by capturing 75 percent more early-payment discounts



Increased amount of invoices processed on time to 99.9 percent, with fewer errors



Greater visibility over key invoice data thanks to customizable user dashboards



*"Everything I need to know is right in front of me on the **dashboards**. With the drill down, I can see the number of invoices processed and who processed them. It's now very **simple and easy** to see where we are on our invoices at any point."*

Director of Systems Optimization and Disbursements

ABOUT THE GLOBAL PHARMACEUTICAL COMPANY

This global pharmaceutical company, with corporate origins in Japan, provides innovative products and services in more than 20 countries. With more than 100 years of scientific expertise, it creates innovative new and generic medicines, and new methods of drug discovery and delivery.