



ACCORD HEALTHCARE

SAVING 140 HOURS PER MONTH ON ORDER PROCESSING WITH CLOUD-BASED AUTOMATION



TO PROCESS AN ORDER



TIME SAVED EACH MONTH FOR CSR TEAMS



ORDERS PROCESSED WITH NO CHANGES REQUIRED

BACKGROUND

Accord Healthcare is a leading generic products pharmaceutical company. Accord Healthcare's Spanish subsidiary receives 5,000 monthly orders, primarily from hospitals and pharmacies, 85 percent of which arrive by fax and email, and the rest by Electronic Data Interchange (EDI). Three members of the customer service department processed the orders, dividing them by geographical zones, while maintaining overall visibility to ensure continuity during absences. Customer Service Representatives (CSRs) manually entered all customer orders into the SAP® system (excluding EDI orders) which required Accord Healthcare to add more staff to handle increasing volumes.

SOLUTION

In 2016, Accord Healthcare implemented Esker's cloud-based Order Processing automation solution. Today, the company is able to process all orders from a single interface. Esker processes and automates an average of 3,733 monthly orders and archives all orders that arrive via EDI. Close to 65 percent of all received orders are now processed with no changes required.

Esker's customizable dashboards allow CSR teams to monitor daily activities and order statuses, helping them make strategic decisions, prioritize tasks and allocate resources based on peak business activity.



BENEFITS

Shortly after implementing Esker's Order Processing solution, Accord Healthcare has seen a number of benefits, including:



Reduced time to process an order from 3 minutes to **45 seconds**



Freed up 140 hours per month and enabled CSR teams to spend more time on higher-value tasks



Increased workflow visibility to 100% (e.g., orders to approve, orders pending, etc.)



Improved customer response time thanks to instant access to information



Reduced data entry errors



*“Esker represents a customer service guarantee from a responsiveness standpoint: Even if a CSR is temporarily unavailable or on vacation, order processing will not be delayed. We are **more efficient** thanks to the complete visibility we have over our order process and the **reduced time** it takes to process each order. Our CSR teams have **more time for customer service** and are able to deliver more **personalized service**.”*

María Carmen Cano | Customer Service Manager

ABOUT ACCORD HEALTHCARE

Accord Healthcare is a fully owned subsidiary of Intas Pharmaceuticals Ltd., a leading Indian pharmaceutical company created in 1976. Headquartered in London, Accord Healthcare manages Intas' European activities with a presence in over 30 European markets. It has rapidly become one of the fastest growing pharmaceutical companies dedicated to the research, development and commercialization of generic products.

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