



# VIEGA LLC SUCCESS STORY

## BOOSTING EMPLOYEE MORALE WHILE STREAMLINING AP OPERATIONS WITH AI-DRIVEN AUTOMATION

### BACKGROUND

Starting out as a manufacturer of brass beer taps, Viega LLC is now a global leader in producing the highest quality plumbing and heating products on the market, as well as press technology for pipe joining that has revolutionized the industry. Upon moving the company's corporate headquarters from Wichita, Kansas, to Broomfield, Colorado and losing its entire accounts payable (AP) team in the process, Viega found itself struggling to get organized and keep up with increasing supplier invoice volumes.

The constant strain of trying to pay invoices — all received via email — on time through manual methods had an obvious effect on employee morale, especially post relocation. "You could just see that stress and burden on them. Like, 'We're so far behind. We're never going to get caught up,'" said Lisa St. Aubin, Director of Financial Services at Viega LLC, about her AP team. "We ended up hiring two temps. All they did all day was sort the email, and we still couldn't get caught up. They felt like they were failing because they couldn't get their job done. It was very demoralizing."

Viega had to operate with virtually no visibility into invoice statuses. And without any sort of workflow solution in place and an email inbox growing more and more congested, AP clerks were overwhelmed and running into obstacles daily. "People were resending invoices because we weren't paying them, and so we had duplicates and didn't know how to code them. We didn't know who to send them to. We didn't know anything, really," said Lisa.



**OUR EXPERIENCE WITH ESKER HAS BEEN LIFE CHANGING FOR OUR DEPARTMENT. IT WAS A COMPLETE REVERSAL OF WHERE WE WERE. NOW, WE'RE WHERE WE NEED TO BE AND WHERE WE CAN BE TO GROW IN THE FUTURE.**

LISA ST. AUBIN | DIRECTOR OF FINANCIAL SERVICES

### ABOUT VIEGA

**Industry:** Plumbing & Heating Solutions

**ERP:** SAP®

**Solution:** Accounts Payable

The Viega Group, with a tradition of innovation for 120 years, has more than 4,000 employees worldwide and is among the leading manufacturers of pipefitting installation technology. In metal press systems for industrial, commercial and residential projects, the company is the global market leader. In the U.S., Viega LLC employs more than 600 people and offers more than 3,000 products. Viega is the recognized leader in press technology, providing complete systems that work together with consistent, reliable excellence. Whatever the project, Viega offers a system solution that is engineered and easy to install.

### BENEFITS AT A GLANCE



**Increased** employee engagement, morale and communication



**Maintained headcount** with a 25% increase in workload



**Heightened visibility** through customizable dashboards

## SOLUTION

It became obvious that the company needed to find a better, more efficient way to manage the high volume of invoices needing to be paid, so AP staff was tasked with evaluating solution options. When the AP team was able to see a demo of Esker's Accounts Payable solution, its user-friendly interface and dashboards immediately sold them. With visibility and scalability being top priorities for the fast-growing company, Esker's customizable dashboards provided Viega with the process transparency and agility it needed while positively impacting employee morale. "As we continue to grow as a company, what we're trying to accomplish with Esker is to maintain that visibility and the flow of invoices coming in — the automated posting of invoices has also been a huge plus," said Ryan Schave, Accounts Payable Supervisor at Viega LLC. "Now, we're not spending half of our days just manually posting invoices."

Ryan also went on to describe how Esker's solution has helped him better lead and manage his team, saying: "Just being able to create a dashboard that's actually making my team's lives easier so they don't have to stress about all the little things is a huge accomplishment. As administrator, my role is basically to make their job as efficient as possible in any way. And I think using Esker has definitely done that."

Other beneficiaries of Esker's AP solution include Viega's vendors. Prior to Esker, answering vendors' questions was almost impossible as there was no way to track invoices. Now, AP staff can answer vendor questions with ease. "It's all right there in the system so we can respond to them and say, 'Here is what's gone on with your invoice and here's why it's not paid.' Or, 'Yes, it was paid and here's when we paid it,'" said Lisa.

### GOING BEYOND AP WITH ORDER MANAGEMENT AUTOMATION

Viega is always looking for new ways to utilize Esker and has also implemented Esker's Order Management solution. Viega's order volume was increasing faster than it could hire and train new people to keep up with, and just like AP, automation was a game-changer for the company's order management efficiency. Learn more about Viega's order management digital transformation story [here!](#)



WHEN AN INVOICE COMES IN, EVEN FROM A BRAND NEW VENDOR, ESKER IS ABLE TO CORRECTLY PICK UP ALL THE FIELDS AND THAT'S AMAZING TO ME.

LISA ST. AUBIN | DIRECTOR OF FINANCIAL SERVICES

Learn more about Viega's accounts payable digital transformation story by watching the testimonial video!



## BENEFITS

After its relocation, Viega needed to get organized and streamline operations to keep up with its growing business. Fortunately, Esker was able to deliver efficiency, visibility and so many more benefits, including:



I AM PROUD OF THE FACT THAT BY USING ESKER, WE'RE MOVING INTO THE FRONT OF THE PACK AS FAR AS INNOVATION, INSTEAD OF BEING THE ONES WHO ARE USING OLD-FASHIONED TECHNIQUES AND USING EMAIL.

LISA ST. AUBIN | DIRECTOR OF FINANCIAL SERVICES

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