

ORDER MANAGEMENT



NVIDIA

OPTIMIZING CUSTOMER EXPERIENCE & PARTNER ACQUISITION OPPORTUNITIES

NVIDIA Corporation is processing orders 60 times faster thanks to order management automation — setting up its employees, customers and business for transformational, long-term success.



AT A GLANCE

NVIDIA Corporation



Industry: Technology



Established: 1993



Headquarters: Santa Clara, CA



Revenue: 10.92 billion USD (2020)



Employees: 18,000+

CHALLENGES

Growing in a smarter, more sustainable fashion ... without sacrificing quality

By the mid-2000s, NVIDIA Corporation's graphics processing unit (GPU) hardware was widely accepted to have set the standard for digital content creation in product design, movie special effects and gaming. NVIDIA's relentless pursuit of innovation also brought diversification. From 2008 to 2018, NVIDIA expanded into additional markets (e.g., auto) and became a major player in system-on-a-chip (SoC) technology, parallel processing and Artificial Intelligence (AI).

But growth is almost always accompanied by growing pains — especially when businesses aren't fully prepared to scale. While NVIDIA's quarterly revenue tripled from 2016 to 2017, timely fulfillment became a challenge. On average, NVIDIA team members spent five minutes processing each order.

Angela Garceau, NVIDIA's Senior Director of Business Operations, investigated the standard solutions: subcontracting and adding headcount. "We were convinced there was a better way to support growth and still provide an excellent customer experience," she says, "which, for us, meant processing orders in a timelier fashion while maximizing the talents and skills of the people in whom we'd already invested."

OBJECTIVES



Support significant company growth while maintaining exceptional customer experience



Process orders faster & more accurately while maximizing employee talents & satisfaction



Become a more agile, proactive & future-resistant company using empowering technology



With Esker's Order Management solution, our team is more proactive and capable of handling change than they were before.

Angela Garceau

Sr. Director of Business Operations,
NVIDIA Corporation

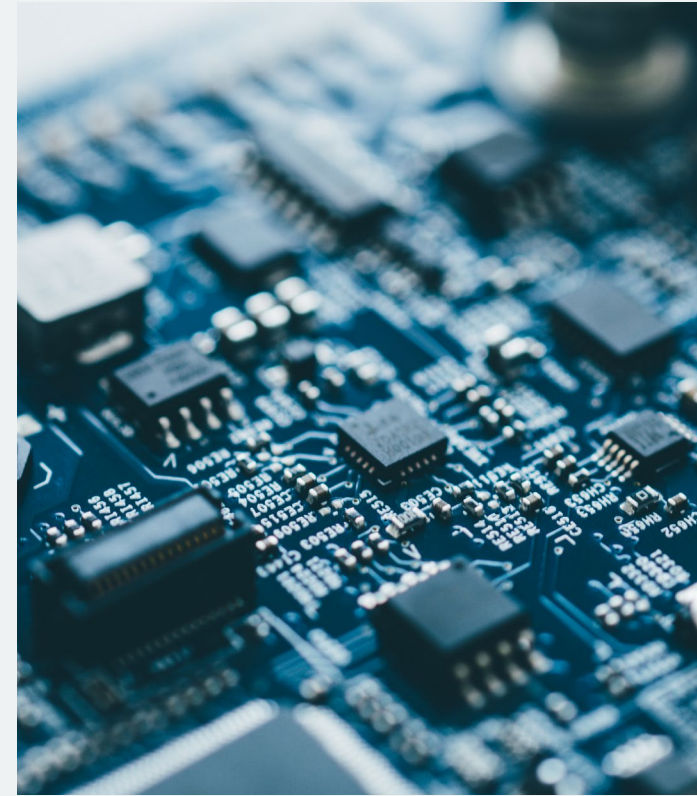
SOLUTION

Automating order management to free up employees & build a more resilient business foundation

At a time when business continuity and rapid onboarding are essential to success — both short- and long-term — NVIDIA was looking for a solution partner that could meet their ambitious objectives without disrupting their ability to process orders or serve customers. The solution also needed to integrate seamlessly with the company's existing SAP® system and grow along with the business.

Following one demonstration of Esker's Order Management automation solution, Garceau was convinced it was the right choice for her team and company. "The implementation the other vendors described was really more like installation," she explains. "We wanted a partner that would allow for more user testing in a quality environment; more opportunities for our operators to give feedback, suggest improvements and help implement customizations designed to meet our business' specific needs."

In Garceau's opinion, Esker has proven to be more than a vendor. "I came into this relationship with high expectations," she admits. "Esker has met them. We're now processing half of the direct orders we receive through their solution. We've been able to slash the processing time for repeat orders from five minutes to five seconds. And our employees feel more empowered and productive than ever."



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RESULTS

Transforming order management into a strategic operation that benefits every stakeholder

Since implementing Esker's Order Management solution, NVIDIA has achieved a number of benefits — many of which have been felt beyond the customer service team and order management processes.

Esker has supported NVIDIA's growth on an even larger scale than the company originally anticipated. The automation and innovation that NVIDIA has experienced with Esker has played a role in the company's acquisition strategy by making partnerships with NVIDIA more appealing and streamlining the integrations that an acquisition requires.

"Our newest partner acquisition is 'wowed' by everything Esker has done for us," says Garceau. "With Esker's platform, we've achieved things they've only attempted. That makes me proud of what NVIDIA has accomplished through Esker."

KEY BENEFITS

- 98% reduction in order processing time, going from approximately 5 minutes to 5 seconds
- 50% less manual work required to process customer orders
- Empowered employees with more freedom to identify additional opportunities for process optimization
- Improved acquisition strategy by making partnerships with NVIDIA more appealing and streamlining integrations



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Angela Garceau

Sr. Director of Business Operations,
NVIDIA Corporation

Want to transform your order management process like NVIDIA? Our team is at your service.

GET IN TOUCH WITH ESKER

ABOUT ESKER:

Esker is a global cloud platform built to unlock strategic value for finance and customer service professionals, and strengthen collaboration between companies by automating the cash conversion cycle. 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. Our customers use our cloud solutions to increase the efficiency, productivity and visibility of their Procure-to-Pay (P2P) and Order-to-Cash (O2C) processes.

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