

ORDER MANAGEMENT AUTOMATION

GOODBYE DATA ENTRY. HELLO EFFICIENCY.

Esker's automated Order Management solution uses AI and RPA technology to address the most repetitive, low-value areas of order taking all through one secure, centralised, cloud-based platform. Users can electronically process and track any fax, email, EDI, portal or mobile order with 100% accuracy, visibility and efficiency.

Why Automate with Esker?

PROCESS ORDERS FASTER

with automation technology that optimises staff productivity & reduces costly errors



IMPROVE CUSTOMER EXPERIENCE

through faster fulfillment, improved transparency, self-service & collaboration tools

INCREASE VISIBILITY

over entire order flow, regardless of source, enabling users to track, monitor & improve KPIs



ENHANCE BOTTOM LINE

by reducing operational costs, increasing business agility & generating new revenues

HOW IT WORKS

Esker offers a comprehensive solution that automates every phase of order management – from reception of an order to its creation in the ERP system – replacing the need for human data entry and helping employees work smarter, not harder.

1 ORDER RECEPTION

All submitted orders, regardless of type or format (e.g., email, fax, EDI, portal, etc.), are routed to the appropriate queue for electronic processing.

2 DATA EXTRACTION

Different layers of AI-driven technologies accurately extract relevant data from orders, no matter if they are text or image-based documents.

3 ERP INTEGRATION

Once the order data is verified against the replicated master data, the corresponding sales order is automatically created in the ERP.

4 E-ARCHIVING

Orders are e-archived and linked back to the ERP for as long as specified, while a full audit trail of every touch point reveals who did what, when and where.



SOLUTION FEATURES

Esker's 30+ years of field experience and dedication to product development is the key to our Order Management solution's continued innovation. Below are some of the most prominent features behind the benefits:



AI-DRIVEN DATA RECOGNITION

Built on a set of technologies designed to mimic human intelligence, Esker's Artificial Intelligence (AI) Engine can manage and analyse both structured and semi-structured order data by matching it against ERP master data. For example, Esker Synergy technology has the ability to recognise fax and email orders received for the first time by identifying a matching layout in the network using deep learning mechanisms typically applied to facial recognition. Machine learning then comes into play to ensure that the system automatically learns from user corrections.



DASHBOARDS & ANALYTICS

Esker's Order Management solution is equipped with intelligent dashboards that display live, visual analytics (e.g., how many orders or priority orders are in the queue or set aside, how much cash it accounts for, automation rates, etc.). This feature is fully customisable so that users can choose what they want to see and track.



ERP INTEGRATION

Esker's Order Management solution integrates with any ERP system and has standard connectors for SAP® and Oracle® EBS. Live connection via web services allows users to check prices, availability and more when processing orders. Esker also provides simultaneous integration with multiple ERPs, simplifying diverse environments resulting from M&A activity.



EDI ORDER PROCESSING

Esker brings visibility and agility into your EDI process by allowing users to apply the same business rules to all orders – no matter the order channel. By turning a machine-readable order into a human-readable version, anyone can check any order and EDI exceptions can be managed easily without the IT hassle. Esker EDI Services can further elevate your EDI performance by simplifying the setup or migration of EDI connections with partners or networks.



WEB & MOBILE ORDERING

Esker's customer portal and mobile application, Esker Anywhere™, gives both customers and sales staff the freedom to place and track orders – including bar code scanning, consignment, restock and samples orders – wherever, whenever. Users also have the ability to easily collaborate with chat tools.



ROBOTIC PROCESS AUTOMATION

Esker's Robotic Process Automation (RPA) functionality allows your team to eliminate portal fatigue and free up staff for more value-added activities. Esker bots can be easily set up to connect to customer portals and instantly find and retrieve the appropriate order(s).

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