

## SOLUTION SUMMARY

# ORDER-TO-CASH AUTOMATION

## THE DIGITAL FOUNDATION FOR ALL YOUR O2C NEEDS

Esker's order-to-cash (O2C) platform enables your business to seamlessly manage all customer interactions through a single, centralized solution. Powered by AI technology, Esker's O2C offering is designed to eliminate repetitive tasks, improve accessibility and communication, and strengthen customer relationships.

### Why Automate with Esker?

#### UNITE YOUR PEOPLE & PROCESSES

through a single platform & interface that bridges customer service & AR departments



#### IMPROVE GLOBAL SPEED & EFFICIENCY

with cutting edge AI & RPA tech that helps turn daily transactional tasks into value-added activities

#### STREAMLINE PAYMENT & CASH FLOW

by addressing common manual bottlenecks — from order taking to invoice delivery, collections & beyond



#### ELEVATE CUSTOMER EXPERIENCE

& create new revenue opportunities by becoming easy to do business with for customers

### SOLUTIONS THAT SPAN THE O2C CYCLE

#### CREDIT MANAGEMENT

Send and monitor new customers' credit apps while easily managing existing customers' credit risks.

#### ORDER MANAGEMENT

Process orders electronically — from their reception to integration in the ERP — regardless of how they arrive.

#### INVOICE DELIVERY

Deliver invoices according to customer preferences with 100% compliance in 60+ countries.

#### COLLECTIONS MANAGEMENT

Collect cash faster via rule-based collections task lists and CRM-like data centralization.

#### PAYMENT

Allow customers to easily and securely make online payments with credit cards, ACH, EFT, SEPA, Direct Debit, etc.

#### CASH APP & DEDUCTIONS

Take the pain out of cash application and deductions with our recognition engine, auto-matching and root-cause analysis.



# SOLUTION FEATURES

Esker's 30+ years of field experience and dedication to product development is the key to our O2C solution's continued innovation. Below are some of the most prominent features behind the benefits:



## CUSTOMER INFORMATION MANAGEMENT

Esker's Customer Information Management feature helps your business obtain a 360° view over your customers' behaviors — from orders to invoices, through payments or claims — in one integrated platform. By providing real-time visibility into every customer account situation via an intelligent dashboard and KPIs, users benefit from simplified performance monitoring and easier issue identification and resolution.



## GLOBAL MANAGEMENT

Esker's O2C solution is made for global organizations thanks to support of multi-languages, multi-sites, multi-currencies, worldwide payment coverage and global compliance. The cloud-based solution enables people to work better together while giving executives the level of visibility they need at each level of the organization.



## AI-DRIVEN DATA EXTRACTION

Built on a set of technologies designed to mimic human intelligence, Esker's Artificial Intelligence (AI) Engine can extract and analyze data from orders, invoices, remittance advices and more by matching it against ERP master data. Esker's suite of AI-driven solutions are designed for multiple use cases throughout the O2C cycle and include document and image recognition, as well as analytics and reporting.



## ROBOTIC PROCESS AUTOMATION

Esker's Robotic Process Automation (RPA) functionality allows your team to eliminate portal fatigue and focus on more value-added activities. Esker bots can be easily set up to connect to customer portals to instantly find and retrieve orders or post corresponding invoices.



## END-TO-END CONNECTIVITY

By making intelligent connections between all applications, Esker's solution creates an environment of end-to-end efficiency. Staff such as CSRs and collectors can access vital data in real-time so they're able to focus on higher-value tasks while customer service and AR managers can monitor performance with live KPIs and relevant metrics gathered in one customizable dashboard.



## ERP INTEGRATION

Esker's O2C solution integrates with any ERP system and provides simultaneous integration with multiple ERPs, simplifying diverse environments resulting from M&A activity.

## ABOUT ESKER

As a worldwide leader in AI-driven process automation software, Esker helps financial and customer service departments digitally transform their order-to-cash and purchase-to-pay cycles.

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.

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