NVIDIA's Automation Success Story

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

ASUG

ESKER®

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

Positive Sum Growth

Achieving business success that doesn't come at the expense of any individual, department or company.

Empowering every stakeholder while promoting long-term value creation.

Empower employees with impactful, meaningful work, more purposeful jobs, that are ultimately more productive and rewarding.

Elevated staff provide higher levels of customer service, ensuring customers have an easy, reliable, and memorable experience doing business with your company.

Strengthen supplier relationships by meeting their expectations with on-time or early payments and transparency at every stage.

Lower your carbon footprint by using less paper for invoicing, dunning letters and account statements while supporting WFH models that reduce travel.

Increase the overall velocity of the invoice to cash cycle on the AR side and take advantage of early payment discounts, e-sourcing and supply chain financing on the AP side.
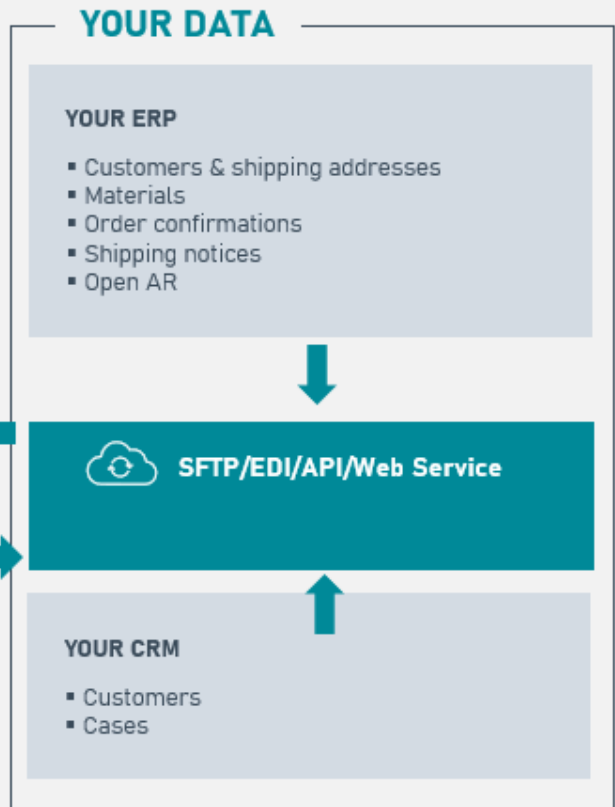
ESKER

YOUR CUSTOMERS

ESKER CLOUD ENVIRONMENT

YOUR COMPANY

SOLUTIONS

CUSTOMER INQUIRY MANAGEMENT	ORDER MANAGEMENT	CLAIMS & DEDUCTIONS

YOUR DATA

YOUR ERP

- Customers & shipping addresses
- Materials
- Order confirmations
- Shipping notices
- Open AR

SFTP/EDI/API/Web Service

MASTER DATA REPLICATION

SECURED CHANNEL

REQUESTS

- ✓ Product question
- ✓ Pricing request
- ✓ Availability request
- ✓ Order
- ✓ Order status
- ✓ Claim
- ✓ Etc.

CHANNELS

- ✓ Email
- ✓ EDI
- ✓ Fax
- ✓ AP portal

ESKER powered by AI

SECURED CHANNEL

- ✓ Quotes
- ✓ Orders
- ✓ Cases
- ✓ Return orders
- ✓ Credit notes

YOUR CRM

- Customers
- Cases

SELF-SERVICE

ESKER CUSTOMER PORTAL

- 🗨 Inquiries
- 📋 Orders
- 📄 Order confirmations
- 📄 Shipping notices
- 📋 Invoices
- ✗ Claims

ESKER CUSTOMER SERVICE INTERFACE

DASHBOARDS & ANALYTICS

CUSTOMER MANAGEMENT

VALIDATION & COLLABORATION

- 🗨 Inquiries
- 📋 Orders
- 📄 Order confirmations
- 📄 Shipping notices
- 📋 Invoices
- ✗ Claims

YOUR 3PL

CARRIER

- Shipment tracking
- Bill of lading

Nvidia Case Study

Challenges

- Expanded into new markets – led to quarterly revenues tripling from one fiscal year to the next

- That growth led to challenges with timely fulfillment

- Took on average 5 minutes to process an order

- The standard solution wasn't working: Subcontracting and adding headcount

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

Nvidia Case Study

Solution

Esker Order Management

"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."

"I came into this relationship with high expectations," Angela Garceau admits. "Esker has met them."

Results

- 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

"We've been able to slash the processing time for repeat orders from 5 minutes to 5 seconds. And our employees feel more empowered and productive than ever."

- Angela Garceau, Sr. Director of Business Operations

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AR Automation Results

Claims & Deductions

"Esker's solution reads the headers and billing lines, thereby automating a low-value task. This allows us to spend more time processing trade and promotional invoices by applying customer agreements. Our CS department has saved over 500 hours per year, freeing up the representatives to on higher-value tasks."

- **Susana López**, Front-Office Retail Customer Service Manager

Enhanced inter-departmental communications & workflows

50%

of promotional invoices processed in less than 1 minute

Invoice Delivery

"Esker's service has exceeded our expectations and we have noticed significant improvements in the response from customers to provide payment more quickly."

- **Keith Singer**, Customer Operations Program Manager

85%

invoices delivered electronically

Decreased error rates

Accelerated response time

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AR Automation Results

Credit Management

"Esker's Credit Management solution has assisted the Risk Team with streamlining manual processes and implementing approval workflows. These changes have increased productivity and accelerated the credit evaluation process by three business days, improving our customers' experience."

- **Toni Urbala**, Manager, Financial Systems and Data Governance

Collections

"We can do so many things that we couldn't before: take payments over the phone, automatically send out weekly payment reminders, deliver e-invoices to customers at the time of billing. This benefits not only our staff, but our customers as well — and we've seen that through an increased collections rate and lower DSO."

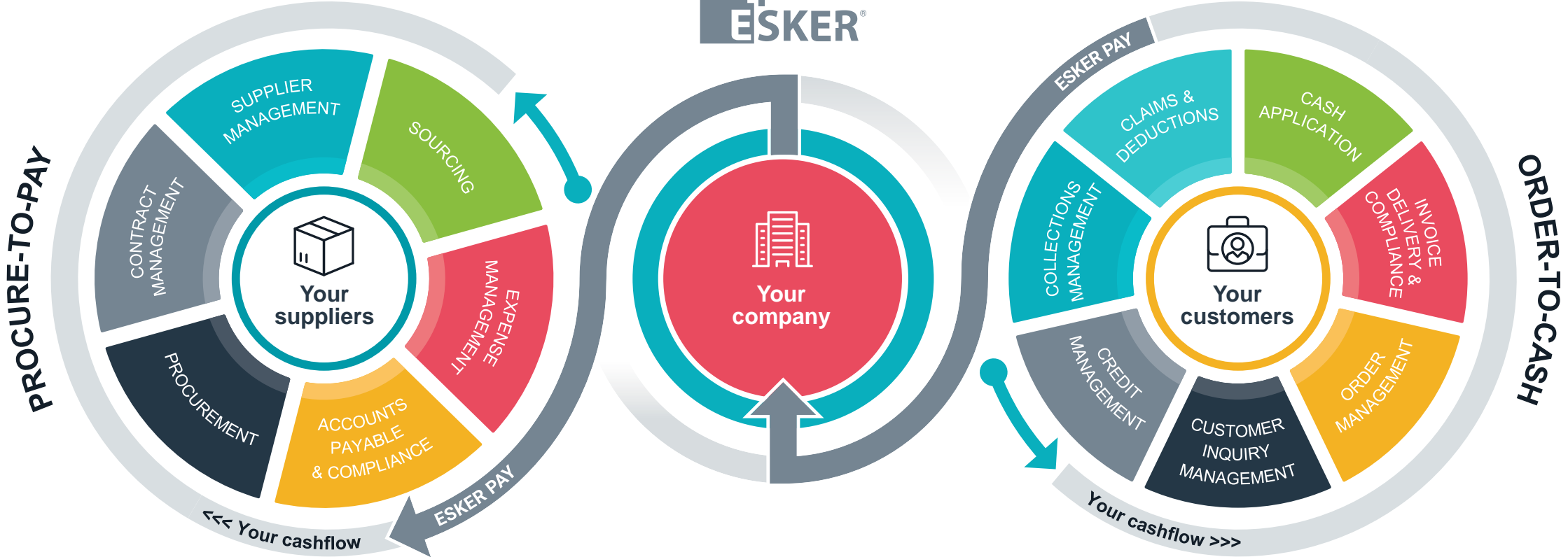- **Patrick Powers**, Credit Manager

Boosted customer satisfaction with self-service options

Raised Collections Effectiveness Index (CEI) to over 80%

ESKER

Hi, we're Esker

Founded in 1985, Esker is a global cloud platform built to unlock strategic value for Finance and Customer Service leaders and strengthen collaboration between companies by automating Procure-to-Pay (P2P) and Order-to-Cash (O2C) processes.

38
years of experience with 20+ years focused on cloud solutions

1,000+
employees serving 600,000+ users & 1,500+ customers worldwide

14
global locations with headquarters in Lyon, France

$170.7
million in revenue in 2022, with 90%+ of sales via SaaS activities

POSITIVE-SUM GROWTH

Your Employees

Your Suppliers

YOUR COMPANY

Your Customers

The Planet

EVERYONE WINS

Business success is best when shared

At Esker, we believe the only way to create real, meaningful change is through positive-sum growth. This means achieving business success that doesn't come at the expense of any individual, department or company — everyone wins! That's why our AI-driven technology is designed to empower every stakeholder while promoting long-term value creation.

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