

# 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 email, EDI, fax, portal or mobile order with 100% accuracy, visibility and efficiency. As an SAP silver partner, Esker's solution works seamlessly with all editions of SAP S/4HANA and is certified for integration with SAP S/4HANA Cloud by the SAP Integration and Certification Centre.

### Why Automate with Esker?

**PROCESS ORDERS FASTER**  
with automation technology that optimises staff productivity & reduces costly errors



**IMPROVE CUSTOMER EXPERIENCE**  
through faster fulfillment, improved communication & self-service options

**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 sending a shipping notice, through its creation in SAP S/4HANA – replacing the need for human data entry and helping employees work smarter, not harder.

#### 1 ORDER RECEPTION & TRIAGE

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

#### 2 DATA EXTRACTION & VALIDATION

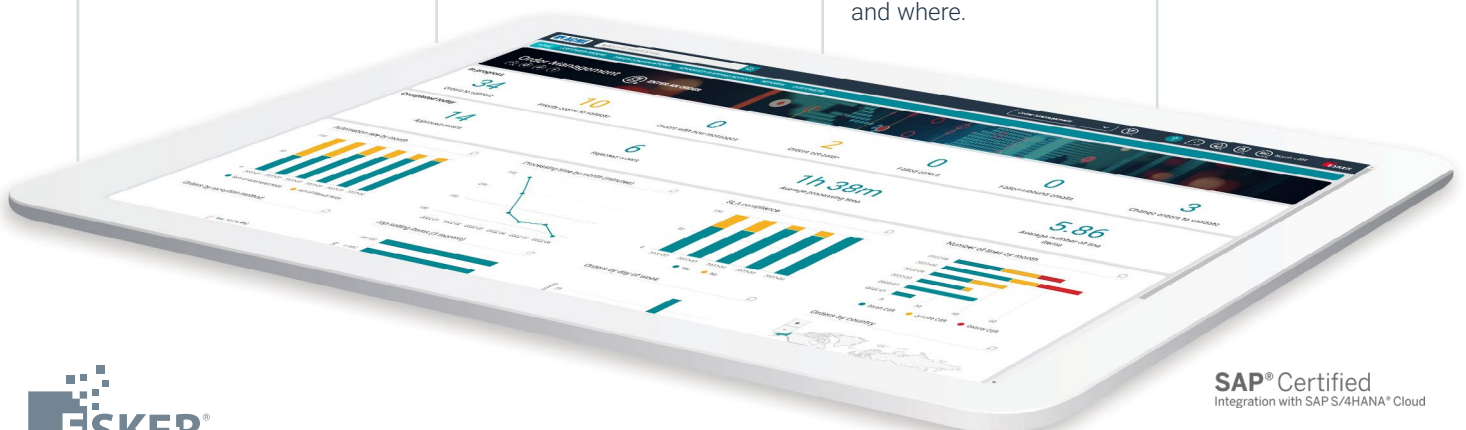
Different layers of AI-driven technologies accurately extract relevant data from orders, and verify it against SAP S/4HANA master data, identifying potential anomalies.

#### 3 ERP INTEGRATION & ARCHIVING

Orders are automatically created in SAP S/4HANA and archived for as long as specified, while a full audit trail of every touch point reveals who did what, when and where.

#### 4 E-ARCHIVING

Order confirmations and shipping notices are sent back from SAP S/4HANA to customers, according to their preferences (e.g., email, portal, EDI, etc.).



## COMBINED TECHNOLOGIES FOR INCREASED EFFICIENCY

While taking advantage of Esker's cloud-based solutions to drive greater efficiency, accuracy, visibility, and cost savings throughout their order-to-cash (O2C) processes, businesses that use SAP solutions who are already on SAP S/4HANA, and those planning on transitioning, can leverage the value they have invested in their ERP system.

With certified integration for SAP S/4HANA Cloud, businesses have the assurance that Esker's solution is enabled to work with their software and be compatible with future upgrades.

**By providing extended integration and automation capabilities to SAP S/4HANA Cloud, Esker has the capabilities to deliver great value as an SAP partner."**

**Oliver Bezt**

SVP and head of product management, SAP SE

## CUSTOMER SUCCESS STORY



Esker customer, Cerapedics, sought a highly scalable automation solution to facilitate faster, more efficient order management while integrating with SAP S/4HANA Cloud. Thanks to Esker, Cerapedics now benefits from:

**72%** reduced average error rate

**59%** more orders managed without adding headcount

**300k** in savings after just one year

**Esker extends the capabilities of SAP S/4HANA Cloud, giving us a true end-to-end solution to automate our sales order process. It's this type of flexibility that makes Esker exactly the type of solution today's medical device companies can benefit from."**

**Edward Sawyer**

General Manager, Cerapedics

## SOLUTION FEATURES

Esker's 37 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:

### EMAIL CLASSIFICATION

Esker's Order Management solution embeds a classification AI Engine that leverages Natural Language Processing technologies to automate the identification of orders among other inquiries in an email flow and their routing to further order processing.

### AI & RPA TECHNOLOGY

Multiple layers of RPA and AI machine learning technologies optimise the order data extraction and verification, and eliminate manual data entry. The solution provides best-in-class automation levels thanks to Esker Synergy deep learning neural network that identifies key information on first-time orders and autolearning that ensures that the system automatically learns from user corrections and continuously improves.

### DASHBOARDS & ANALYTICS

Esker's Order Management solution is equipped with intelligent dashboards that display live, visual and fully customisable analytics (e.g., how many orders or priority orders are in the queue or set aside, automation rates, processing times, 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 SAP S/4HANA using Business APIs, enabling users to check live 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 augments your EDI order process by adding visibility, flexibility and autonomy to Customer Services. By turning a machine-readable order into a human-readable version, customers using the standard EDI formats (e.g., EDIFACT, X12, UBL XML, IDoc, etc.) can be instantly onboarded and EDI exceptions easily managed without the IT hassle.

### E-COMMERCE & MOBILE ORDERING

Esker's convenient e-commerce webshop allows customers to easily place and track orders directly from the website or from their procurement application through the PunchOut protocol, while the Esker Anywhere™ mobile application gives field sales teams the freedom to do the same while on the go. Esker's Order Management solution offers one interface for all orders, regardless of reception channel or format: fax, email, EDI, as well as e-commerce portal and mobile orders.

### COLLABORATION & COMMUNICATION

Before fulfilling orders, Esker enables CSRs to easily clarify them with internal departments (e.g., sales, logistics, credit, etc.) and with customers via tracked conversations linked to orders.

### CONFIRMATION DELIVERY

In addition to automating order creation in SAP S/4HANA, Esker also sends order confirmations and advanced shipping notices back to customers. These are automatically formatted according to the customer's reception preferences (e.g., email, portal, EDI, etc.). To close the order-to-invoice loop, e-invoices can also be sent in a similar manner.