

Heinz Improves Its Customer Service with Esker's Cloud-Based Order Processing Automation Solution

Sydney, Australia — February 17, 2016 — Esker, a worldwide leader in document process automation solutions and pioneer in cloud computing, today announced it was selected by Heinz, a global leader in the food industry, to automate its order management process. Esker's Order Processing solution has enabled Heinz Iberica to automate 22,500 yearly orders in its SAP® system, 44% of which are received by EDI while the rest are received by fax, email or paper.

Heinz was looking to simplify and standardise its order management process by reducing manual intervention as much as possible. Time previously spent on the administrative process of order entry has been reallocated, allowing teams to focus on more value-added tasks such as customer service and supply chain management.

Heinz implemented Esker's Order Processing solution in Spain in August 2015 for a limited number of customers, and in the first day alone, the company was able to automate 20% of its orders. In the months since, Heinz automated the processing of 80% of its fax and email orders, totalling over 1,000 orders per month.

Heinz has already achieved many benefits from automated order processing including:

- Decreased processing time thanks to intelligent data capture technology
- Orders loaded directly in the SAP system
- Electronic order archiving providing increased visibility and control
- Dashboards containing Key Performance Indicators (KPIs) and customisable reports

"To speed up our customer response time and process orders quicker and more efficiently, we needed to reduce our time-consuming manual order entry process," said David Laso, Director of Customer Service at Heinz Iberica. "To achieve this, we looked for a solution that could automate 100% of our orders, even the non-EDI ones. We have reduced both time and effort previously required to handle manual order entry, allowing us to focus on more strategic activities with higher added value."

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About Heinz

Heinz is a global leader in the food sector, particularly in the sauce (e.g., tomato sauce, ketchup and mayonnaise) and prepared meals industry. In Spain, the company has many well-known brands such as Heinz, Orlando, HP, LP, etc. The company has a worldwide presence, and following its integration with Kraft, hopes to become the international reference in the food sector by creating a better world.

Heinz places customer satisfaction, quality, integrity, ownership, merit and innovation at the core of its business. Heinz is also working to create a better world through initiatives for sustainable health of the planet, the community and society.

About Esker

Esker is a worldwide leader in document process automation solutions. Addressing all types of business processes from accounts payable and accounts receivable to order processing and procurement, Esker cloud computing solutions enable companies to automate the reception, processing and sending of any business document with one platform. Esker helps over 80,000 companies across the world to reduce the use of paper and eliminate manual processes while improving their productivity, efficiency and environmental impact.

Esker has global headquarters in Lyon, France, U.S. headquarters in Madison, Wisconsin, and ANZ headquarters in Sydney (since 1997). Over 1,800 companies in Australia and New Zealand rely on Esker solutions to run their businesses. For more information, visit <http://www.esker.com.au/>, follow us at twitter.com/EskerANZ and read our blog on <http://blog.esker.com.au/>

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