



SAVING 150 HOURS PER MONTH BY AUTOMATING CRITICAL BUSINESS DOCUMENTS WITH ESKER

Seeking to reduce paper and postage costs and bring greater efficiency to its operations, Valdese Weavers selected Esfer to automate the processing, management and archival of a number of its outbound and inbound documents.

Business Improvement Objectives

As a leading manufacturer of textile fabrics, Valdese Weavers has a wide range of documents coming into and out of its organization. How effectively those documents are processed, managed and stored is critical to its continued success and reputation.

Reducing costs, improving efficiency

Valdese Weavers had previously relied on its SAP® software application and a combination of other systems to organize and manage the flow of communication through its business; however, there were still many aspects of the process that were driven by paper and time-consuming manual tasks.

"On both the inbound and outbound side of document processing, the manual methods we had in place weren't allowing our teams to make good use of their time," said Janet Kuck, Senior Vice President of Information Systems at Valdese Weavers. "Reducing costs associated with paper and postage was our primary goal."



Esfer gave us everything we needed in terms of cost reduction and better document storage. We now have a single platform helping us control multiple processes.

Janet Kuck — Senior Vice President of Information Systems

Selecting Esfer

Valdese Weavers was originally drawn to Esfer because of its reputation as a leader in "quit paper" initiatives and electronic document storage. What ultimately cemented Esfer as the

preferred solution was that, not only did it offer the capabilities Valdese Weavers required, it was considerably more affordable than other options, including services provided by SAP.

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Document Process Automation

Outbound and inbound documents

Valdese Weavers was able to automate multiple outbound and inbound documents thanks to its implementation of Esfer. On the inbound side, the company brought new levels of efficiency to how it processed vendor invoices and customer purchase orders (POs) by reducing the amount of paper-based steps.

Valdese Weavers used Esfer to automate even more documents on the outbound side of the business, including:

- Customer invoices
- Customer order acknowledgements
- Vendor POs
- Vendor remittance advices
- Ad hoc lists/reports out of SAP

For the accounts payable (AP) department, this has meant less paper and greater accessibility. Received invoices are now scanned and electronically processed through Esfer's system, with data then keyed into the SAP system by an AP clerk. Invoices are then sent out to managers for approval via a multi-level, multi-step process involving around 60 individuals.

Like AP, order processing has also improved thanks to paper reduction. Valdese Weavers' team of 20 Customer Service Representatives (CSRs) can now verify that order information is correct directly from their screens based on an actual image of the order generated by Esker. Once verified, an order entry team of two individuals enters the data into the SAP system.

Document archiving

Lastly, Valdese Weavers leverages Esker as a type of document storage tool to electronically archive the wide range of inbound and outbound business documents it processes. Electronic archiving completes Valdese Weavers' document automation cycle and creates ease of access and secure storage for all of the company's business-critical documents.

At the end of each day, bills of lading are also scanned in and sent to Esker via software operated by Valdese Weavers. Esker then reads the document, captures the attached SAP-generated number and generates a PDF copy of the document within SAP, completely eliminating paper copies of bills of lading.

ROI and Business Benefits

Since its two separate implementations of Esker's on-premises automation offering, Valdese Weavers has seen a number of significant business benefits. Most notably, the company estimates it has achieved:

- **\$18,000 in annual savings thanks to less time spent on manual tasks (150 hours saved per month)**
- **\$40-50,000 in annual savings thanks to drastic reductions in paper and postage costs**



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Janet Kuck — Senior Vice President of Information Systems

"Since Esker, our staff rarely touches a piece of paper — invoice approval and order processing are virtually a breeze," said Kuck. "One unexpected benefit we encountered was the amount of visibility we now have. We didn't realize how advantageous it would be to have instant access to any document within SAP. Even our CFO has been impressed by what can be tracked and measured with just the click of a button."

Valdese Weavers is currently upgrading its Esker solution to the latest version, which will enable the company to benefit from enhanced functionalities and tools. In regards to additional plans for document process automation, Kuck is optimistic, saying: "I'll be looking for more things that Esker can help us accomplish as a company in the future."

About Valdese Weavers

Valdese Weavers is the leading producer of decorative textiles in the United States, providing residential furniture manufacturers and distributors, contract OEM and distributors, and specialty markets with fashion forward and superior quality fabrics.

Headquartered in the Blue Ridge Mountains of North Carolina, Valdese Weavers trades under six distinct brands: Valdese Weavers, Valdese Weavers Contract, Circa 1801, Home Fabrics, Dicey Fabrics and Valdese International Products (V.I.P.). Product diversity, combined with a reputation for quality and service helps Valdese Weavers secure its position at the forefront of its industry.

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