

ASSA ABLOY

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PROCESSING CONFIGURABLE SALES ORDERS 97% FASTER WITH ESKER'S CLOUD-BASED SOLUTION

BACKGROUND

The Swedish-based ASSA ABLOY Group is the world's largest lock manufacturer. Back in 2010, ASSA ABLOY undertook a global initiative to make its business processes more seamless, starting with sales order processing. ASSA ABLOY eventually selected Esker's on-premises Order Processing automation solution to help achieve its goals of reducing the average cost per order, better managing growing order volumes, and eliminating some of the complexities caused by processing configurable orders (representing 40% of total orders).

The decision proved to be advantageous. However, when recently faced with the prospect of upgrading to the most up-to-date version of Esker's on-premises solution, ASSA ABLOY opted for a new direction that it hoped would have an even greater upside — moving automated order management to Esker's cloud-based solution.

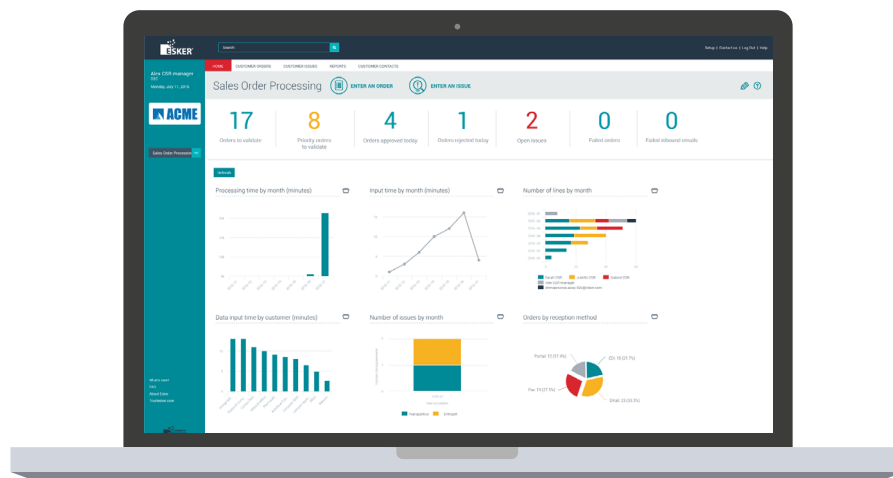
THE SOLUTION

ASSA ABLOY's initial implementation of Esker in 2010 helped remove unnecessary manual touch points prevalent in its previous order management process, including accommodating eight different layouts of configurable orders to ensure that all of the necessary order data was extracted for electronic processing. Today, moving to the cloud has propelled ASSA ABLOY to even greater levels of efficiency by simplifying user training when new units are acquired and providing each user with valuable order information at the click of a button via built-in dashboards. Plus, going with an on-demand solution means ASSA ABLOY no longer has to worry about managing an on-premises application or licensing.

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NO LICENSING • EASIER ON-BOARDING • ENHANCED VISIBILITY

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"In our industry where configurable orders are common, we deal with multiple order layouts and sub-line items on a daily basis. Of all the vendors we researched, Esker was the only one capable of accommodating the level of minutia we deal with. The solution's flexibility and ease of use is phenomenal. There's really no comparison."

Brie Cifaldi | E-Business Coordinator

“As a company that’s continually growing and adding business units, moving to a cloud solution was a no-brainer for us. And after attending the Esker Americas User Conference (EAUC) and seeing firsthand how seamless the user experience could be, it really solidified our decision.”

Brie Cifaldi | E-Business Coordinator

KEY ADVANTAGES

Since its initial implementation of Esker in 2010, and including the ongoing rollout of the on-demand solution, ASSA ABLOY has seen a number of significant business benefits thanks to order processing automation, including:



Increased throughput and productivity.

Capturing all of the header information electronically enables ASSA ABLOY staff to easily classify order types, make any necessary adjustments and accelerate throughput.



Faster order processing time.

ASSA ABLOY saw its average order processing times decrease from 60 hours to 2 hours, representing a 97% increase in speed.



Improved customisation.

Esker’s flexible forms technology allows ASSA ABLOY to customise its various order fields to all of its different business units.



Enhanced visibility.

Customisable dashboards now give users access to strategic metrics, including:

- Number of lines validated (daily, WTD, MTD)
- Aging orders (older than 2 days)
- Number of orders/lines validated per user
- Priority coded orders waiting for validation



Reduced processing errors.

ASSA ABLOY saw a 30% reduction in errors, which equates to an estimated \$250,000 annually.

ONGOING SUPPORT

With 12 business units already on the on-demand platform, ASSA ABLOY plans to incorporate cloud automation in its eight remaining locations in July. The ability to achieve project rollouts so quickly has largely been facilitated by Esker’s Professional Services (PS) staff. Brie Cifaldi, E-Business Coordinator at ASSA ABLOY commented: *“We really hit the jackpot with Esker’s PS team. If a challenge presents itself, they always come to the table with a ton of options to reach our end goal. Changes that should normally take months to identify and implement are done in 10-15 minutes with Esker – they’ve really helped drive our efficiency numbers even more.”*

ABOUT ASSA ABLOY

ASSA ABLOY is the global leader in door opening solutions and a market leader in most of Europe, North America, China and Oceania.

ASSA ABLOY has a complete range of products, solutions and services in areas such as: mechanical and electromechanical locking, access control, ID technology, entrance automation, and hotel security for the institutional, commercial and consumer markets. Formed in 1994, ASSA ABLOY has grown from a regional company to an international group with more than 46,000 employees.