



ACELITY SUCCESS STORY

AUTOMATING THE ENTIRE ORDER MANAGEMENT PROCESS

THE CHALLENGE

Acelity, the world's largest advanced wound care company, was looking to improve its order management process. Following a management buyout, the company experienced rapid growth with increasing order volumes, particularly orders received by fax.

Initially, Acelity was looking for a simple yet powerful fax solution. This is what led the company to Esker. However, Esker offered a solution that went beyond just fax automation to automate the entire order process and solve the company's order management challenges.

SOLUTION

Once Esker began working with Acelity it soon became obvious that their customer care team provided an excellent service in looking after their customers' requirements with all decisions made with the customer in mind.

Acelity already had a very competent customer care department and therefore required a company such as Esker with significant experience within this area to add additional value to their current processes. Acelity wanted to maximise the visibility of orders throughout the process, manage the resources as efficiently as possible and eliminate manual keying errors.

Esker carried out a full business process audit of the company's current operations to ensure it could meet all of Acelity's needs and the solution was installed in several European countries. Commenting on the new solution, Dan Robinson, Head of IT Technical Services, said, "Esker was extremely professional and thorough throughout the installation process and we are confident that their services will continue to meet our needs and exceed our expectations".



OUR CUSTOMER CARE TEAM IDENTIFIED AN OPPORTUNITY TO IMPROVE THE ORDER ENTRY PROCESS AND HAVE WORKED WITH ESKER TO DEVELOP A SOLUTION THAT ELIMINATES PAPER, AUTOMATES ARCHIVING, STREAMLINES EMAIL MANAGEMENT AND GIVES COMPLETE VISIBILITY OF ORDERS FROM RECEIPT TO ENTRY INTO THEIR SAP BUSINESS SYSTEM."

RUTH DAVIDSON | CUSTOMER SERVICES DIRECTOR

ABOUT ACELITY

Industry: Medical Devices

ERP: SAP®

Solution: Order Management

Acelity L.P. Inc. is a global advanced wound care company committed to developing innovative healing solutions for customers and patients across the care continuum. Its subsidiary, KCI, is the most trusted brand in advanced wound care. The unsurpassed KCI product portfolio is available in more than 90 countries and delivers value through solutions that speed healing and lead the industry in quality, safety and customer experience. Committed to advancing the science of healing, KCI sets the standard for leading advanced wound therapy innovation.





THANKS TO ESKER, WE HAVE NOTICED A SIGNIFICANT DECREASE IN ERRORS RELATED TO MANUAL HANDLING. AND WE HAVE ALMOST ELIMINATED DUPLICATE ORDER ENTRY RESULTING FROM MANUALLY INPUTTING DUPLICATE FAXES."

RUTH DAVIDSON | CUSTOMER SERVICES DIRECTOR

BENEFITS

Since implementing Esker's Order Management automation solution, Acelity has:

-  **STREAMLINED** customer care
-  **MANAGED** increasing order volumes efficiently
-  **MINIMISED** work in progress
-  **INCREASED** order traceability with electronic archiving
-  **ELIMINATED** lost orders
-  **REDUCED** process errors
-  **DECREASED** costs by minimising manual data input by staff



THE CLOSE WORKING RELATIONSHIP BETWEEN ESKER AND ACELITY HAS ALSO HELPED TO ADD ADDITIONAL FUNCTIONS, QUICKLY TARGET THE RESOLUTION OF ISSUES AND EASILY TRACK SERVICE LEVELS."

RUTH DAVIDSON | CUSTOMER SERVICES DIRECTOR

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