



WILSON & HORTON

Esker makes headlines at Wilson & Horton



Wilson & Horton, founded in 1863, owned by APN News and Media Ltd is New Zealand's leading news and information company, operating in newspaper publishing, internet-based new-media, specialist publishing and commercial printing. The company also has a one-third shareholding in The

Radio Network, New Zealand's largest commercial radio operator. When the Wilson & Horton Shared Services Unit sought to address the costs of manually distributing Accounts Payable remittance advices, Esker DeliveryWare was selected as the best solution.

The business challenge

Wilson & Horton's Shared Services Unit is responsible for Accounts Payable/Receivables, Payroll and Credit Control. Accounts Payable traditionally printed and posted all documents manually, which was labour intensive, costly and slow.

In the Accounts Payable area we have found that Esker DeliveryWare has delivered a time saving of eight hours a week."

Peter Mclean ■ Project Manager for JD Edwards implementation ■ Wilson & Horton

Specific issues faced

Mark C. Smith, Group Shared Services Manger, Wilson & Horton, explains that *"Two competing solutions had been purchased before and had proved difficult to initialise, too complex for users to use and required significant processing power."*

In early 2002, the idea of sending remittances electronically was revisited. Mark explains, *"We were sending 50,000 remittances by post per annum — a figure that promised to double under our centralisation strategy. The cost implications were sizeable."*

Peter Mclean, Project Manager for JD Edwards implementation at Wilson & Horton, adds, *"Manual processing also meant when payments went out to larger suppliers, if there was a query, the logistics to track paperwork was inefficient and wasted a lot of time."*

Finding an effective business solution

Wilson & Horton put the project to tender, providing suppliers with test files of core data to produce outputs to their requirements.

Mark continues, *"Within two hours, Esker provided us with the desired output file. Esker's solution was easy to understand and unlike the alternatives, did not require programming skills to configure."*

Peter adds, *"The governing decision was based on functionality and price. Esker was on the mark in both respects."*

Esker DeliveryWare — the business solution

Wilson & Horton operates a JD Edwards (JDE) system used for the basic output of remittance advices. Peter explains, *"We rely on JDE to output remittance advices and it does so by producing a single file containing approximately 2,000 documents. Apart from easily integrating with JDE, Esker's solution allows us to split the JDE output in a straightforward process."*

Today, having implemented Esker DeliveryWare, Wilson & Horton send all Accounts Payable remittance advices by fax or email and now have a desktop capability to handle approximately 40,000 in and out bound faxes per month from the server.

Wilson & Horton also uses Esker DeliveryWare to electronically send:

- CSV files of billing transactions;
- Invoices as PDF attachments;
- Debt status reports and notifications to manager;
- They are planning to send employee pay slips to their home or work email.

In terms of our expectation of time saving and minimal support requirements, Esker delivered on all accounts."

Peter Mclean ■ Project Manager for JD Edwards implementation ■ Wilson & Horton

Improved customer service

The solution has enabled Wilson & Horton to improve the speed of customer service. Operators are no longer dragged away from their desk and they experience fewer interruptions to work flow.



The real turning point and what convinced us was seeing the online demo of Esker's solution in comparison to the alternatives."

Mark C. Smith ■ Group Shared Services Manger ■ Wilson & Horton

Delivering on ROI

Mark states, "To date, the cost reduction in the Accounts Payable area is a saving of approximately €18,318 to €22,931 per annum. The payback period achieved in terms of profit and loss improvement analysis, factoring depreciation, was two months. The Platform is likely to triple our savings to the business as it is deployed in additional areas. I am confident that it will save approximately €54,919 per annum."

Mark explains, "Based on these figures, including costs of ownership and implementation, the payback period will be within nine months of purchase."

Working with Esker

Mark states, "From the initial negotiation process to now, the Esker team have been very good to deal with. They respond quickly and are always available. The Platform has proved so reliable that we have not needed to contact Esker for support. The IT team at Wilson & Horton barely even know it is there, as users can drive it rather than depending on IT resources."

Future applications

Mark concludes, "Esker DeliveryWare has ultimately meant more available cash. These savings make a good case to deploy the Esker solution into additional areas of the business." Mark adds "In fact, we are continuing to look at opportunities to extend its use."

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