

Collections Management



Achieving Improved DSO, Efficiency & Cashflow

Zimmer Biomet's subsidiary in India improves visibility, efficiency and CX with Esker Collections Management.

ESKER®

At a glance

Zimmer Biomet



**Healthcare & digital
technology solutions**



~ 17,000 employees



31 global offices



SAP® ERP



**Headquarters in
Warsaw, Indiana**



Challenges

Navigating AR with manual processes & delayed insights

Zimmer Biomet, a global medical technology company founded in 1927, specializes in orthopedic solutions, including joint replacements and dental prostheses. Headquartered in Warsaw, Indiana, it integrates digital and robotic technologies with AI and data analytics to enhance patient outcomes.

Before implementing Esker Collections Management, Zimmer Biomet's subsidiary in India faced multiple challenges in its accounts receivable (AR) processes. The Finance team struggled with delayed reporting, often working with outdated information. Reports were generated manually and required significant effort to compile, causing inefficiencies and delays in decision-making. The collections process was heavily dependent on manual follow-ups, making it difficult to track overdue payments accurately. This lack of automation resulted in a reactive approach, where issues were only addressed after significant delays. "We used to have distributor-wise aging reports, but by the time the reports were ready, we were already 10 days into the next month," said Ajay Bagga, Country Head for South Asia at Zimmer Biomet.

Sales teams also lacked timely access to receivables data, which affected their interactions with customers. Payments were often delayed because follow-ups were inconsistent and not prioritized effectively. Distributors and customers had limited visibility into their outstanding balances, leading to frequent disputes and additional administrative work for the Finance team. Additionally, there was no centralized system to manage collections, which meant that different teams worked in silos, further complicating the process. "You can't improve what you can't measure," Bagga noted, emphasizing the need for better visibility and automation in collections management.

Objectives



Automate collections and reduce manual effort



Improve real-time visibility into accounts receivable



Enhance coordination between Sales and Finance teams



Proactively engage customers with automated reminders



Strengthen cashflow management and reduce DSO

Solution

Streamlining AR with a single-platform solution

Zimmer Biomet's subsidiary in India implemented Esker Collections Management to improve efficiency in the AR process with automation. One of the key benefits has been the introduction of automated reports, generated and sent to the relevant teams every Tuesday morning. This ensures timely and proactive decision-making, eliminating the delays caused by manual processes.

With Esker's self-service portal, both the Sales team and customers can now access account details any time, significantly reducing the reliance on the Finance team for updates. "Today, the team does not have to wait for reports. If they need information, they can simply log into the Esker portal and retrieve it instantly," Bagga explained. This has empowered the Sales team to take ownership of collections and follow up proactively with customers.

The introduction of structured follow-up cadences, including automated dunning letters, has improved customer responsiveness. Esker also serves as a single source of truth, eliminating discrepancies in receivables data. The system provides clear audit trails, making it easier to track communications and payment history.



“The implementation of Esker Collections Management has led to a significant reduction in DSO, from 130+ days to below 60 days, greatly improving cashflow.”

Ajay Bagga,
Country Head for South Asia, Zimmer Biomet

Results

Reduced DSO, improved collaboration & strengthened customer relationships

The implementation of Esker's solution has led to a significant reduction and greatly improved cashflow. This reduction was achieved through a combination of automation, improved communication and better data visibility. "A few years ago we were struggling with DSO above 130 days. Today, we've cut that by more than half," Bagga shared proudly.

Operational efficiency has also seen a marked improvement. The Sales and Finance teams now have real-time access to customer data, reducing internal friction and improving collaboration. The transparency provided by Esker has eliminated confusion, ensuring that both teams work towards the same objectives. "There is no more back-and-forth between Sales and Finance. Everyone is aligned with the same data," said Himanshu Paliwal, Finance Controller at Zimmer Biomet.

Stronger relationships with customers have been another key outcome. With automated communications and self-service capabilities, customers now have better visibility into their outstanding balances. This has reduced disputes and improved payment timeliness. "Previously, customers would delay payments due to a lack of clarity. Now, they can track their balances at any time," Paliwal added.

Compliance and audit readiness have also improved, with digital records and automated tracking ensuring better financial governance. The system provides clear insights into trends and performance, allowing the company to continuously refine its collections strategy.

Building on the success of collections automation, Zimmer Biomet has now implemented additional Esker solutions, including Esker Credit Management and Esker Cash Application, to further streamline its financial processes. "Implementing these two solutions was the next logical step in our digital transformation journey," said Eduardo Quijano, APAC Finance Business Relations Manager at Zimmer Biomet.

The goal is to continually roll out and expand to other solutions where Esker fits in best, depending on order volumes, customer size and ground teams available.

Highlights



Reduced DSO from 130+ days to below 60 days



Automated reporting and customer communication



Improved cashflow and financial visibility



Stronger collaboration between Sales and Finance



Enhanced customer experience with self-service access



Reduced overdue payments to just 6%



"Dunning letters now go out automatically, ensuring that customers are reminded of their overdue invoices in a timely manner. This proactive approach has led to a significant reduction in overdue payments to just 6% – an all-time best."

Himanshu Paliwal

Finance Controller, Zimmer Biomet

Want to transform your collections management like Zimmer Biomet?

Our team is at your service.

About Esker

Esker's AI Automation Suite for the Office of the CFO leverages the latest in Agentic AI and automation technologies to optimize working capital and cashflow, enhance strategic decision-making, and improve human-to-human relationships with customers, suppliers and employees. Esker's Source-to-Pay and Order-to-Cash solutions automate any business process while supporting long-term growth strategies. Offering 40+ years of industry knowledge, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin.

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