



Emera

Turn into the supplier your clients
dream to work with



Fall 2021

Emera is a European startup that focuses on digitizing client-supplier relationships

Emera offers their users to “turn into the supplier your clients dream to work with”, e.g., to make your client-supplier relationship a differentiating factor

3 ways Emera will benefit your business:

- **Increase your operational efficiency** (automations, system integrations...)
- **Increase your clients' satisfaction** (faster and more accurate answers, measuring satisfaction...)
- **Reduce operational risks** (no more orders missed, business continuity within the team...)

Emera is **rooted in Europe's industrial landscape** – launched by the investment fund “OSS Venture” and the ops consulting firm “Opeo”, which both work with several leading industrial firms

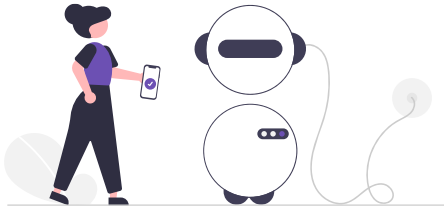


opeo

OSS Ventures

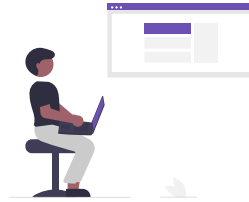
Emera offers 3 main features that will deliver business benefit through your Customer Service

Automations



Automate your Customer Service's repetitive and manual tasks – stop paying people to copy-paste data

Collaboration



Replace the email storm with workflows. Stop tracking open requests on sticker notes and help the other depts. answer in just a few clicks

Analytics







Finally understand your Customer Service's actual workload and discover which of your customers are a drain on them

Save ~30% of CS's time, increase your client's satisfaction, reduce operational risks

Emera can tailor to a wide range of client situations

Example of Emera's client situations

Client	Use case	Description
Agribusiness player¹ 	Automating new order processing	<ul style="list-style-type: none">• ~50 orders received every day in PDF• 1- clic processing with automated checks for contractual compliance
Aeronautics tier-3 manufacturer 	Automating weekly comparisons of the order books	<ul style="list-style-type: none">• High risk of missing new orders or modified orders from the tier-1 player (e.g., Airbus)• 1- clic comparison between this week's order books and last week's order book
Automotive tier-2 manufacturer 	Structuring Customer Service's workflows	<ul style="list-style-type: none">• ~20 people in Customer Service working for 16 plants – high risk of losing knowledge when any team member leaves the company or retires• Replacing most email by structured workflows
Luxury goods manufacturer² 	Automating how quality claims are dealt with	<ul style="list-style-type: none">• Continuous stream of quality claims due to the industry's high standards• Replaced file-by-file processing by end-of-day batch processing

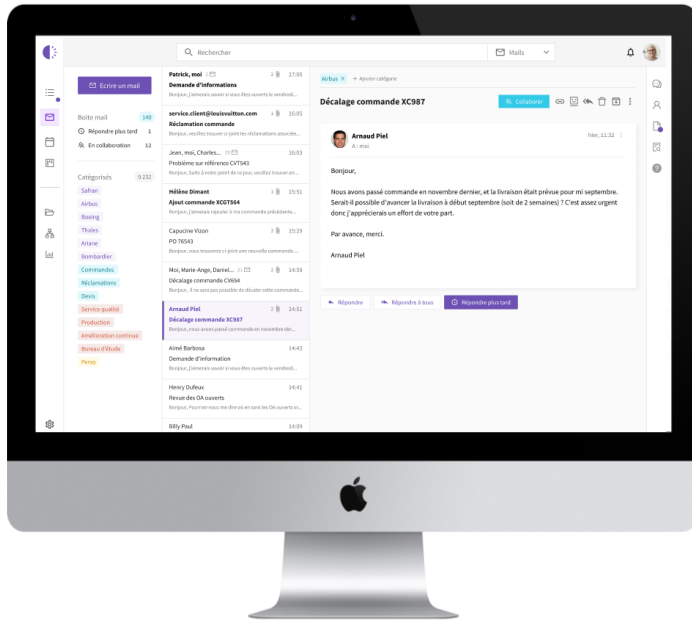
1 Mostly pastry products | 2 Various metallic parts for luxury goods, i.e., bags, horse-riding...

Conclusion

< Write a few words about how this matches your client's current situation >

Demo

https://drive.google.com/open?id=1tbVbYO9rJHjiHtntHaK7z6QVwIOL4F4C&authuser=jean-baptiste%40oss.ventures&usp=drive_fs (~3m video)



Video showing how incoming orders are automatically extracted from their PDF files, checked for compliance vs. the customer's contract, and prepared for upload into the ERP