



Extending the Reach of Information

PRESS RELEASE

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Esker on Demand service reaches one million business documents delivered

Since its launch six months ago, Esker on Demand has provided a flexible business document delivery service facilitating outsourced delivery of fax and mail documents

MADISON, Wis., 21 October 2004 – Esker, the leading provider of automated business document delivery solutions and services, is celebrating the successful launch of its Esker on Demand business document delivery service. Esker on Demand is a unique service that uses the document formatting and rules-based delivery capabilities of Esker DeliveryWare to send faxes and physical mail without in-house mailroom or fax equipment.

Esker on Demand offers significant advantages over conventional manual mail and fax, which involve time-consuming and inefficient manual tasks. In addition to requiring considerable infrastructure (including telephony, fax hardware, printers, and mail processing equipment), conventional manual mail and fax result in poor peak usage flexibility and the need for capacity redundancy.

“We’ve achieved our initial target of a million business document deliveries in just a few short months. Part of that rapid success is the fact that users see the value of on-demand services and want to automate their document-based processes. The result is significant cost savings, no peak fax capacity problems or mailroom backlogs, and a high level of integration with existing IT systems,” says Jean-Michel Bérard, CEO of Esker.

Esker on Demand fits well with current global trends toward outsourcing non-core processes and introducing on-demand information technology. “From customer feedback about our existing Esker DeliveryWare and Esker Fax flagship products, we knew that there was strong market demand for a service like Esker on Demand,” says Eric Thomas, vice president of business development at Esker. “We’re very pleased to see such rapid market adoption.”

Esker on Demand is a pay-per-page service, so customers only pay for what they use. Compared with manual mail and fax, Esker on Demand saves between 40 and 90 percent of the cost of sending mail and faxes.

Esker on Demand delivers a rapid return on investment through:

- ◆ Cost control through per-usage billing
- ◆ Productivity gains by eliminating manual handling of documents (printing, sorting, photocopying, faxing or folding, inserting in envelopes, and postage metering)
- ◆ Elimination of internal maintenance costs and external maintenance fees
- ◆ Added flexibility and optimized management of peak activity (such as delivering invoices at the end of the month) with increased capacity available instantly, 24/7
- ◆ Mail delivery time and postage cost savings resulting from the use of regional mailing service facilities
- ◆ Fax communication control with real-time confirmation of delivery
- ◆ Infrastructure simplification — fewer printers, photocopiers, fax machines, fax lines, and mailroom machines

Esker has already launched the Esker on Demand service in North America, Europe, and Australia. Future plans include expanding the geographic coverage to other regions. Esker is rolling out additional complementary document and information delivery options such as mobile text messaging, email delivery, and archiving.

About Esker Software

Esker is a recognized leader helping companies eliminate manual paper processes with Esker DeliveryWare Solutions — software and hosted delivery services automating every phase of business document delivery. Specializing in automating the capture, formatting, and delivery of output from SAP® systems, Esker solutions work with enterprise applications to streamline document flow without custom programming. Customers gain significant operational efficiencies, save time and costs, and realize ROI in as little as three to six months.

Founded in 1985, Esker operates globally and has over 25,000 customers and millions of licensed users worldwide. Esker global headquarters are in Lyon, France and U.S. headquarters are in Madison, Wisconsin. For more information, visit <http://www.esker.com>.

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