



PRESS RELEASE

Esker Fax™ 3.5 Feature Pack 1 streamlines document processes with new image recognition and data extraction

New release helps organisations reduce manual tasks associated with routing fax and image documents, helps improve quality assurance through data validation

SYDNEY, NSW, Australia, 17 November 2004 – Esker, a global leader in fax and business document delivery solutions, has enhanced its Esker Fax solution with an Image Recognition Module that captures data from faxes or image documents, eliminating manual data entry. Karen Roscoe, product manager for the Esker Fax Server Solutions line, explains, “Esker Fax now automatically extracts routing data from incoming faxes and image documents, and provides users with a convenient interface to verify data is recognised correctly. The result is increased operational efficiency through end-to -end streamlining of document-based business processes.”

“Purchase orders, invoices, and logistics and shipping information are probably the most common types of faxes — all of which have important business information that has to be entered into internal systems,” says Roscoe. “The result of using the Image Recognition Module is more accurate and efficient exchange of business documents with customers, partners, and suppliers.”

(more)

Benefits of the Image Recognition Module include:

- Ø Increased operational efficiency from streamlined document-based business processes and the elimination of manual data entry tasks associated with incoming fax and image documents
- Ø Saved time and money through the automated extraction of data from structured business documents
- Ø Improved quality assurance and a reductions in data entry errors by providing users with the ability to validate the data on incoming fax and image documents

The new Image Recognition Module, which is available to Esker customers as an optional add-on, recognises characters, marks, and barcodes to enable automatic routing of incoming faxes to the appropriate recipients. This capability goes beyond optical character recognition (OCR), providing optical mark recognition (OMR) as well as 1D/2D barcode recognition and handwriting recognition (ICR — intelligent character recognition).

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About Esker

Esker enables organisations to realise all the business advantages and financial benefits of effective document management **through intelligent delivery of vital business information**. Esker's customer's benefit from streamlined business processes, reduced costs, simplified IT infrastructure, enhanced customer satisfaction, and quality assurance. Esker solutions include:

- ◆ Esker DeliveryWare Platform
- ◆ Esker Fax™, Esker Fax for Notes, and Esker VSI-FAX
- ◆ Esker Host Access, Persona® by Esker, SmarTerm® by Esker, and Tun® Plus by Esker.

With over 70,000 customers worldwide, Esker solutions are used by market leaders in every field, such as EMI Music Australia Pty. Ltd., Queensland Department of Emergency Services, Australian Environmental Protection Agency, Redeal New Zealand, Sony Australia, Starbucks Coffee Company Australia Pty. Ltd., TAB Limited, Travelex Australia, and Winstone Wallboards New Zealand.

Founded in 1985, Esker's global operations span North America, South America, Europe, and Asia/Pacific with millions of licensed users worldwide. Esker's Asia Pacific headquarters based in Australia were established in 1997. For more information, visit <http://www.esker.com.au>

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