



PRESS RELEASE

Esker on Demand for Office Debuts, Extending Document Delivery Automation to Popular Desktop Software

From most common desktop software, users can deliver print jobs via postal mail, fax, email and SMS – without ever turning on a printer

Sydney – May 23, 2005 – Esker Software, the leading provider of intelligently automated document delivery solutions and services, today launched Esker on Demand for Office an on-line document delivery service. Esker on Demand for Office enables users of the most common desktop applications to choose among physical mail, fax, email and SMS as document delivery options.

“With a few clicks, Esker on Demand for Office lets a user send either one or thousands of physical mailings, faxes, emails or even SMS messages, directly from a word processor or via a web browser,” said James Elkington, Managing Director of Esker Software Australasia. “Not only does it save organisations a great deal of time, but eliminates the need for fax machines, printers, even envelopes – it’s like having your own personal ‘virtual’ mailroom staff.”

While Esker Software may be best known for adding document delivery to SAP and other enterprise applications, the company is responding to a growing market need for extension of document delivery capabilities into common desktop software. According to a recent poll by Esker, 73% of organisations still rely on word processors like Microsoft Word or WordPerfect to generate business documents such as invoices, purchase orders, contracts, remittance documents, and order confirmations.

“Esker has long been a trusted provider of automated document delivery for enterprise applications with Esker’s DeliveryWare Platform software,” said Elkington. “But we saw a gap in the organisation where users at the desktop level were still generating a lot of documents from their desktop apps and sending them by hand. Esker on Demand for Office can eliminate this inefficiency and make life easier for those in the company responsible for transactional and bulk business correspondence.”

74% of organisations’ billing and invoice managers in the Esker poll also reported that the responsibility for both generating and mailing their documents falls entirely within their own departments.

“Transactional mail processing is an area in particular where organisations are losing a great deal of time and money by handling it manually,” said Elkington.

“Although mail houses have long been available, many don’t do transactional mail like invoicing, and those who do try to force companies into long-term contracts, high setup fees and volume minimums. With Esker on Demand for Office, organisations can get all the mail processing capabilities they need without any such commitments. We think of it as mail automation for the masses.”

As organisations look for ways to minimise costs and streamline operations, interest in software “as a service” is increasing. According to IT analyst Gartner, the widespread adoption of IT infrastructure outsourcing (from data centres to help desks), coupled with the acceptance of outsourcing as a business practice to increase focus and competitiveness, has paved the way for organisations to consider outsourcing the next layer in the IT stack — their business applications. Gartner forecasts a five-year growth rate for enterprise application outsourcing that exceeds 6%.¹

How it works

Esker on Demand for Office combines the power and intelligence of Esker’s DeliveryWare Platform with a worldwide network built by Esker for sending documents via post, fax, email and SMS messages. Monitored 24/7/365, the network has processed close to five million pages of customer traffic to date. And, because the service integrates with Esker DeliveryWare, the Esker document automation software for enterprise applications, organisations can have one central platform for all of their document delivery.

The Esker on Demand for Office service can be accessed in three ways:

1. *Via the web* – log-in on the Esker on Demand for Office web site and upload documents for post, fax, email and SMS delivery.
2. *Via any desktop application* – download a small print-driver application and access Esker on Demand for Office as a print option within any desktop application.
3. *Via mail merge functions in word processing applications* – download a small print-driver application, create a mail merge, and print to Esker on Demand for Office to automate bulk, personalised physical mailings.

Pricing and availability

Esker on Demand for Office is available now at www.eskerondemand.com. Users can buy document delivery packs or contact Esker to set up an account and be billed on a monthly basis. Pricing depends on the recipient location and medium chosen. The service is free to set up and charges are 100% variable (not fixed), based on actual documents sent.

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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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