



PRESS RELEASE

Five Million Business Documents Delivered Using Esker on Demand

Over 80 clients use Esker on Demand daily to deliver their mail and fax documents

SYDNEY, NSW, Australia, July 18, 2005 — Esker Software, a leading provider of intelligently automated document delivery solutions and services, has announced that its Esker on Demand service has delivered more than five million business documents in the 12 months since its launch. Esker on Demand is a unique service that offers automated outsourced delivery of postal mail as well as the reception and delivery of faxes. The service is used daily by more than 80 organisations worldwide, including James Hardie, La Farge Plasterboard and Griffith City Council.

“Our customers’ use of Esker on Demand has greatly exceeded our expectations. This has shown us that organisations are looking for ways to deliver documents cost effectively and efficiently,” said James Elkington, Managing Director, Esker Software Australasia.”

Of the five million business documents processed by the Esker on Demand, more than two-thirds were delivered by mail, with the remaining handled via incoming and outgoing faxes. This strongly suggests that postal mail remains the dominant preference for delivery among enterprises and confirms results of a recent Esker survey on document delivery. Postal mail also represents the medium consuming the largest amount of company resources (paper, printer, envelopes and personnel), another significant factor driving companies to outsource these activities.

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“Studies conducted by our teams at Esker prove that when mail is internally managed, one full-time person can only manage about 350 mailings per day,” explained Elkington. “When an organisation’s daily volume exceeds 100 letters, the outsourcing of mailing functions becomes an economic necessity.”

The documents typically entrusted to the Esker on Demand platform are those generally sent by enterprise administrative and commercial services, including invoices, order confirmations, purchase orders, dunning letters, wire-transfer notices, news letters and invitations. That said, more than fifty per cent of documents managed by the Esker on Demand platform arrive in the form of invoices.

“The ability to send invoices in real-time as they arrive, without having to wait until the end of the week or the end of the month, establishes the principal argument that is convincing companies of the value of Esker on Demand,” commented Elkington. “Even a one-week delay in collection of an invoice can create a very strong impact on accounting practices in an organisation.”

Esker on Demand offers numerous advantages compared to traditional mailing and faxing:

- Simplification and reduction of telecommunications and data-processing infrastructure; fewer printers, photocopiers, fax machines, fax lines and mailroom machines
- Significant reductions of consumable costs and maintenance
- Productivity gains by eliminating manual handling of documents (printing, sorting, photocopying, faxing or folding, inserting in envelopes and postage metering)
- Flexibility and optimised management of peak activity (such as delivering invoices at the end of the month) with increased capacity available instantly, 24/7
- Cost control through per-usage billing
- Quality and traceability with real-time confirmation of delivery

For more information, please contact:

Kate Adams / Nathan Williams
Mango Communications
Tel: (02) 8260 2851 / 2843
Email: kadams@mangocommunications.com.au

About Esker Software

Esker is the intelligent document delivery leader. With software and hosted delivery services to automate every phase and every type of document delivery, Esker helps organisations streamline manual, paper intensive business processes providing significant and immediate operational efficiencies, cost savings and measurable ROI in as little as three to six months.

Esker intelligent document exchange solutions include:

Esker DeliveryWare – a single and universal information exchange platform that captures, formats, converts, routes and stores documents – automatically – from any enterprise application. It features the industry's broadest range of delivery media and file format conversion options and is the only solution with the DeliveryWare Rules Engine for document processing intelligence that eliminates the need for custom programming.

Esker on Demand – document delivery services enabling physical mail, fax, email and SMS delivery from enterprise and desktop applications with no printers, mailroom equipment, fax machines, office supplies, etc. The worldwide Esker on Demand network can be accessed via Esker DeliveryWare or online via Esker on Demand for Office.

Founded in 1985, Esker operates globally and has over 70,000 customers and millions of licensed users worldwide. Esker has global headquarters in Lyon, France and Asia Pacific headquarters in Sydney, Australia. For more information, visit www.esker.com.au or www.eskerondemand.com.

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