



Extending the Reach of Information

PRESS RELEASE

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Esker DeliveryWare Platform offers better advice

Improved supplier satisfaction through rapid delivery of transactional information and faster payment reconciliation

Sydney, September, 2003 – Esker Software today announced yet another successful implementation of the Esker DeliveryWare Platform, this time to the Australian Federal Police (AFP).

Intended to streamline the delivery of remittance advice slips, the implementation of the Platform delivers significant improvements in service levels for suppliers.

The Esker DeliveryWare Platform works with Electronic Funds Transfer software to route remittance advice to suppliers as soon as a transaction occurs, so that the delivery of funds and the delivery of remittance advice slips take place simultaneously.

For the vast majority of suppliers, electronic delivery of remittance information takes the form of an email, significantly reducing costs, both in terms of postage and human interaction. For those suppliers who prefer receiving faxes, the system automatically routes remittance notices through its fax server capability.

The adoption of the Esker DeliveryWare platform by organisations like the AFP is part of a government-wide initiative to migrate services to an electronic delivery environment.

“We are particularly pleased with the solution provided to the AFP, as it demonstrates perfectly how the Esker DeliveryWare Platform can resolve one business issue, in this case the process of distributing remittance advice slips,” said James Elkington, Managing Director of Esker Software. “Once an organisation can see the inherent benefits of the solution and the ROI that can be achieved they can move on to different processes within the business.”

The AFP implementation was deployed using Esker’s proprietary methodology, SureStart. SureStart has been developed by Esker in Australia over the past 18 months to ensure Esker’s products are rolled out successfully. Elkington comments, “Providing an Enterprise wide solution in small easy to manage projects focusing on individual business issues and ensuring continued and rapid return on investment. Today trust needs to be earned with customers and there is no short cut to true customer satisfaction then attention to detail and delivering on all customer expectations.”

About Esker

Esker Software solutions connect people and information. Providing access to enterprise host systems and delivering business information from any enterprise source to any destination, Esker solutions include:

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

Esker Software’s parent company is Esker SA, a French based company traded on Euronext, the French Stock Exchange (Le Nouveau Marché/Euroclear: 3581). Esker Software’s Asia Pacific head office is in Sydney, Australia and with other offices in North America, Europe and Asia Pacific, Esker has shipped over 80,000 document solutions and has a host-access installed base of more than two million licensed users.

For more information, visit <http://www.esker.com.au>

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