



Extending the Reach of Information

IXOS[®]

PRESS RELEASE

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IXOS and Esker partner to streamline business processes for users of SAP[®] solutions and other enterprise systems

Document delivery/management solution automates processes to improve overall enterprise profitability

Sydney, Australia., 17th July 2003 – IXOS SOFTWARE AG and Esker Software—SAP Software Partners and leading global providers of document archiving/management and intelligent e-document delivery solutions respectively—announce a new strategic alliance. The alliance brings together Esker DeliveryWare Platform and IXOS[®] eCON Solution Suite as a total solution for the creation, delivery, archiving, and retrieval of business transaction documents, reports, and other enterprise content.

The IXOS-Esker solution automates any document-centric step in business processes driven by SAP[®] solutions or other enterprise applications. Benefits to organisations include improved service to customers and business partners, better business communications at lower cost, faster payment for goods sold, and improved profitability.

Len Augustine, Marketing & Alliances Director, SAP Australia & New Zealand said: "The SAP Software Partner Program enables third-party vendors to deliver complete, technically verified turnkey software solutions that add value to SAP solutions. The partnership between Esker and Ixos will help deliver a comprehensive, value-added digital document solution for customers that manages those elements of a business process that still demand paper based transactions."

Australia's premier foreign exchange operator, Travelex has implemented Esker DeliveryWare Platform as part of a programme to improve internal process and enhance service quality. The Corporate Foreign Exchange of Travelex used to manually fax order confirmations, a time critical and mandatory condition of its licence. As the confirmations were faxed manually, there was scope for errors with serious consequences. The Esker DeliveryWare solution has effectively eliminated this problem. The software has also been deployed in Accounts Payable with quite dramatic results. When Travelex investigated moving to an EFT system, a stumbling block was the potential delay in a payment's accompanying mail remittance advice being received. This would cause confusion and result in inbound enquiries to match the remittance advice with the payment. Esker's electronic delivery of the advice has significantly streamlined this process. Both instances have resulted in a considerable saving in man hours for Travelex through the automation.

In similar applications, IXOS® eCON Solution Suite provides significant efficiency gains, enabling real-time collaboration throughout the enterprise (between back office, front office, and call centre, for example), accelerating exception handling, and improving customer/partner relationships. Australian organisations using IXOS® eCON Solution Suite to support key accounting and business efficiency requirements range include Telstra, Pauls Limited and the Queensland Department of Housing.

“The joint Esker-IXOS solution contributes directly to the bottom line of Australian businesses and government departments,” says Girish Anand-Sobti, President and CEO of IXOS SOFTWARE Asia Pacific. “Whether managing invoices, purchase orders, business reports, or other documents, organisations can use our solutions to ensure lower printing and distribution costs, faster access to critical business information, greater loyalty among clients and partners, and improved profitability.”

“Our solutions and the quantifiable benefits we provide to organisations complement each other exceptionally well,” adds James Elkington, managing director with Esker Australia. “In financial services, healthcare, manufacturing, and many other industry applications, our combination of delivery automation and total document management meets today's most fundamental business requirements—simplify the business process, enable real-time communication, and deliver fast, hard-dollar return on investment.”

IXOS SOFTWARE AG is an SAP Global Software Partner; Esker Software is an SAP Software Partner.

About IXOS SOFTWARE AG

IXOS SOFTWARE AG is a leading provider of enterprise content management solutions. IXOS solutions optimise and expedite business processes, reduce costs, and enhance the competitiveness of companies. In addition to its product portfolio, IXOS offers a broad spectrum of services, including 24x7 support and a global team of highly qualified consultants. Another advantage is its close partnerships with leading international IT providers. Large corporations in widely varied industries have chosen IXOS as a dependable, strategic partner. There are approximately 2,700 successful installations worldwide. Around 1.8 million users enjoy the benefits of IXOS enterprise content management solutions. IXOS SOFTWARE AG shares are traded in the Prime Standard Segment of the Frankfurt, Germany stock exchange using the ticker symbol "XOS" (WKN 506150; ISIN: DE0005061501). In the U.S., American Depositary Shares (ADSs) are traded on the NASDAQ stock exchange using the ticker symbol "XOSY".

About Esker Software

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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