

MSA Doubles Order Processing Speed and Brings Visibility to Entire Department with Automation

Sydney, Australia — June 18, 2014 — Esker, a worldwide leader in document process automation solutions and SAP® software solution and technology partner, announced today it has been selected by MSA, the world's leading manufacturer of high-quality safety products, to automate the company's order management process in its existing SAP environment using Esker's Order Processing solution. The initiative has allowed MSA to achieve new levels of speed and efficiency within the order-to-cash cycle and bring complete visibility into the hundreds of orders processed through Esker on a daily basis.

Before this initiative, MSA was using a tandem of software solutions to manage order processing. This created an unnecessary amount of work, lowered visibility and reduced efficiency. Today, one hundred percent of the orders that arrive in Esker are processed and automatically imaged and scanned into SAP. The process was made even faster through the utilisation of Esker's Teach functionality, which allows MSA to "teach" rules on the fly that enable OCR to read data even more accurately. In addition to order management, another aspect of MSA's automation initiative involved using Esker's on-demand Accounts Receivable solution to automate outbound mail.

"Prior to implementation, customers would call in with questions about their orders and, depending on the complexity of those orders, it could sometimes be a challenge to determine their exact status," said Cindy Klass, Customer Service Supervisor at MSA. "Now, we have full visibility into each and every order across our entire department of 75-plus people. The Teach feature has been absolutely wonderful; it's allowed us to cut everything basically in half in terms of time and tasks."

A Positive Experience with Plenty of Results

For Klass and her team, the quality of response from Esker's Professional Services and Solution Support teams was as important as the performance of the solution. Part of the implementation involved creating customisations to optimise the solution's performance, including coming up with a way to submit orders directly into specific Esker views. "Esker's team went above and beyond to make sure they exceeded our expectations and received everything we were looking for," said Klass. "The support we were given — from implementation to helping us identify rush orders — is what made this project a success."

Some of the benefits that MSA has already achieved include:

- Reducing order processing time by approximately 50%
- Increasing efficiency by processing an order only once in Esker rather than in two systems

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- Improving the ease of document retrieval for auditing purposes thanks to electronic archiving
- Enhanced visibility which helps MSA better respond to customer needs and expectations by tracking orders and allocating resources more effectively

Another benefit of MSA's partnership with Esker has been the numerous user-based education and networking opportunities available such as EAUC and benchmark councils. The connection MSA made with another fellow benchmark council member and Esker customer helped them implement new and highly beneficial business practices. Klass went on to say, "Because this company was able to share information and walk us through their process, we adopted a remote agent program similar to theirs. It's a value-added benefit that you don't always take into consideration."

About MSA

Founded in 1914, MSA is the world's leading manufacturer of high-quality safety products that protect people at work and facility infrastructures. Many MSA products integrate multiple combinations of electronics, mechanical systems and advanced materials to ensure that users around the world remain protected even in the most hazardous of situations. MSA is headquartered in Cranberry Township, Pennsylvania, with approximately 5,300 employees with manufacturing locations worldwide and a market reach that spans over 140 countries.

About Esker

Esker is a worldwide leader in document process automation solutions. Addressing all types of business processes from accounts payable and accounts receivable to order processing and procurement, Esker cloud computing solutions enable companies to automate the reception, processing and sending of any business document with one platform. Esker helps over 80,000 companies across the world to reduce the use of paper and eliminate manual processes while improving their productivity, efficiency and environmental impact.

Esker has global headquarters in Lyon, France, U.S. headquarters in Madison, Wisconsin, and ANZ headquarters in Sydney (since 1997). Over 1,800 companies in Australia and New Zealand rely on Esker solutions to run their businesses. For more information, visit www.esker.com.au, follow us at twitter.com/eskerinc and read our blog on www.quitpaper.com.

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