



PRESS RELEASE

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Esker and QM Technologies create Mail on Demand

*Revolutionary solution created to provide
volume communication outsourcing at great savings*

Sydney, May 2003 – Esker Software, leading provider of solutions for the business document workflow and delivery, and QM Technologies, Australia's leading provider of customer communication services, have announced the creation of strategic partnership to deliver a unique hybrid-mail solution to organisations wishing to deliver transactionally generated documents through the post with greater efficiency and cost effectiveness. Called Mail on Demand®, the solution combines the benefits of electronic information delivery with high-volume mail distribution.

Esker Software provides a document generation and delivery software solution complimenting ERP systems, particularly SAP. QM Technologies is a leading Australian provider of high-volume, multi-channel document and information delivery solutions. Together, this exciting partnership offers organisations a unique opportunity to deliver transaction-based documents such as invoices and remittances through the post more quickly and efficiently and at a lower cost.

Mail on Demand® is an end-to-end solution that combines software and service. Volume document delivery is generally not a core competency of most companies, yet it's often provided in-house, utilising the time and energy of valuable resources. Additionally, companies often invest in very expensive equipment which is used only sporadically. Mail on Demand® removes the need for those costs because QM Technologies has already invested in that technology for the end user. QM Technologies Product Development and Marketing Director Ian Goodwin says: "QM takes a technology-driven approach to its business and prides itself on its record

of innovation and its differentiated service offering. The Esker partnership and Mail on Demand® solution is unique in Australia and offers key business benefits to organisations looking to reduce costs and improve the way they communicate with their customers.”

James Elkington, Managing Director of Esker Software Australia, says: “This partnership works because we both bring to the table a portion of what makes Mail on Demand® special – Esker provide the software accepts any printed output for any application (ERP, CRM) on any operating system and allows the electronic flow of documents to move more efficiently and QM provides the bulk delivery technology and labour. Together, we offer solutions to clients which saves them money and frankly, does the job more efficiently and quickly. We choose QM Technologies over similar companies because they saw and agreed with our vision.”

The rate of outsourcing bulk document delivery in large corporations is currently very high, but with no market leader in this area, Mail on Demand® looks to be taking the lead.

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>

About QM Technologies

QM Technologies is one of Australia's leading providers of customer communication services, specialising in the integration of electronic and print mediums, using multiple communication channels to deliver targeted messages to organisations' customers. QM is a wholly Australian owned private company, with offices in Brisbane, Sydney and Melbourne. QM has some of Australia's leading organisations as customers, including the Allianz, Suncorp-Metway, Optus, NRMA, Energex, and the Australian Electoral Commission.

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