

SanLucar Reduces Order Processing Time and Expenses with the Help of Esker

Sydney, Australia – June 25, 2013 – Esker, the worldwide leader in document process automation solutions, announced today it has been selected by SanLucar, a leading international fruit and vegetable distributor, to automate the daily reception of over 1,000 customer orders.

SanLucar receives approximately 400,000 customer orders per year, with the majority of orders coming in by fax or email. Until now, orders were processed manually and archived in physical file folders. Data entry errors, lack of visibility, and the manual system's limited order processing capacity threatened the quality of SanLucar's customer service and jeopardised its commitment to deliver fresh, quality products around the world in record time. To address these issues, SanLucar turned to Esker to help them:

- Reduce customer response time
- Promptly adapt to sudden order increases
- Access international support in multiple languages
- Optimise resources to manage growth

“Our objectives were to optimise our order processing resources and improve the quality of our customer service,” said Willie Piquer, IT Project Manager at SanLucar. “We are now able to meet the needs of our customers across the world in a timely manner thanks to Esker's global, efficient and easily implemented technology.”

SanLucar has gained a number of benefits from Esker, including:

- 84% faster processing times
- Significantly reduced costs by eliminating manual document handling, hardware maintenance, expensive supplies, and saving physical space via electronic archiving
- Improved customer service through on-time deliveries and shipment traceability

The Esker solution was implemented by SanLucar in less than two months. After creating an email account for orders transmitted by email, SanLucar began using Esker Cloud Fax Services to set up numbers for the reception of incoming orders via fax in all exporting countries. Once captured, order data is then automatically displayed for validation and integration into SanLucar's Microsoft Dynamics™ AX ERP. At the end of the process, the order image is saved in Esker's Document Manager, allowing authorised users to access the document directly from the ERP software.

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About SanLucar

Founded in 1993 by a German fruit merchant, SanLucar is an international company that produces and sells fruits and vegetables. Headquartered in Valencia, Spain, SanLucar has subsidiaries in Germany and Austria as well as other locations in Italy, France, Portugal, Turkey, Egypt, Tunisia, South Africa, and Central and South America.

In addition to its 100 employees in Valencia, the company has thousands of people around the world working hard to continue making SanLucar's fruits and vegetables the best available in the international market. Currently offering 90 varieties of fruits and vegetables from more than 30 countries, the SanLucar brand has the broadest selection in the world. SanLucar's core philosophy is based on a century of knowledge combined with modern methods of cultivation that allow for sustainable land use and the rejection of genetically modified seeds.

About Esker

Esker is the worldwide leader in document process automation solutions. Addressing all types of business processes from accounts payable and accounts receivable to sales 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 business.

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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