Tyco International Gains Ability to Automate 600,000+ Documents Annually via Esker

Sydney, Australia – October 2, 2012 – Esker, a recognised authority in document process automation solutions, today announced its partnership with Tyco International Ltd, one of the world's leading providers of security, fire protection and detection products, to streamline its business processes through document automation via the Esker DeliveryWare solution.

Prior to Esker, Tyco was using a variety of independent solutions to process its internal business documents, which included: sales invoices, pick notes, dispatch notes, purchase orders and remittance advices. However, with more than 100,000 employees worldwide providing vital products and services to customers in more than 60 countries, Tyco realised it would need to centralise this outdated processing system in order to send out more uniform documents, reduce costs and stay competitive globally.

New solution, familiar partner

Tyco's offices in North America were already using Esker DeliveryWare, so when the company began searching for a solution to roll out in the Europe, Middle East and Africa (EMEA) region, Esker was approached first. After a full business process audit of the company's current operations was completed by Esker to ensure it could meet all of Tyco's needs, the Esker DeliveryWare solution was installed.

Commenting on the decision-making process, Bhaswar Ghosh, Senior Business Analyst at Tyco International, said: "Esker had been supplying some of our offices for years, so when it came to choosing a globally scalable system, we contacted Esker because we were confident they could provide us with the right solution and level of support."

Realising the benefits

Now processing over 600,000 documents annually through Esker DeliveryWare, Tyco has more flexibility and control over the way it communicates with its customers and business partners and can use the same templates in all of its offices — ensuring that customers receive the same presented document regardless of where they are in the world. In addition, Tyco was also able to reduce the number of companies it deals with for its automation needs, significantly shrinking its running and support costs. "We have gained a more uniform brand identity, reduced our running and support costs, and made improvements in the response time from customers to pay," said Ghosh.

(continued)

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Alistair Nicholas, Managing Director of Esker Northern Europe, added: "We are delighted to be working with Tyco and look forward to helping them to automate 100% of their documents. The Esker DeliveryWare solution has been specifically developed with customers in mind such as Tyco, to bring together every aspect of document process automation into a single solution. The main aim of this is to help simplify deployment and on-going management while keeping the cost of ownership to an absolute minimum."

Nicholas went on to say: "In light of the difficulties that businesses continue to face in the current economic climate, it is important to ensure that companies are aware of the latest cost-saving technology. Esker DeliveryWare provides businesses of all sizes with a flexible and cost effective solution to solve their document process automation requirements and brings together every aspect of document process automation into a single solution, reducing the use of paper within business processes."

About Tyco International Ltd

Tyco International Ltd is a diversified, global company that provides vital products and services to customers in more than 60 countries. With over 100,000 employees worldwide, Tyco is a leading provider of electronic security products and services, fire protection and detection products and services, and valves and controls.

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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