

Esker Signs US \$200,000 Agreement with Leading Medical Company in Australia

Sydney, Australia – November 9, 2009 – Esker, the leader in document process automation solutions, announced today that it has signed an agreement totaling approximately USD 200,000 with a leading medical diagnostics and surgical equipment company in Australia to automate processing of sales orders into the company's SAP system with Esker DeliveryWare. The company also continues to use Esker DeliveryWare for delivery of outbound business documents.

Anticipating an increase in the number of incoming sales orders processed at its NSW customer service centre from approximately 84,000 to 110,000 per year, the company wanted the capability to manage this additional volume without increasing headcount. The company recognised a need to optimise efficiency by eliminating manual processing of customer order documents, and sought to increase its visibility into the process as well as its ability to identify bottlenecks. Other drivers included operational cost control with reduced paper use and physical storage of documents, and avoidance of order fulfilment delays.

Business objectives for the company's automated sales order processing project include improving customer satisfaction and responsiveness, as customer service agents will spend less time entering data and will have more time to engage with customers and answer order-related questions. The company is also committed to environmental performance with zero waste and 100 percent resource efficiency.

"It is always rewarding to help an existing customer leverage its Esker solution in new ways to gain additional ROI value, especially a company with global brand recognition in health care," said Jean-Michel Bérard, CEO of Esker. "We look forward to helping the company further strengthen its competitive advantages, enhance customer service, reduce costs and extend business process improvement through automated sales order processing."

About Esker

Esker is a recognised leader in helping organisations eliminate manual processes, gain process visibility and control, and reduce the use of paper by automating the flow of documents into, within and out of the organisation. With patented document delivery automation software and hosted document delivery services, Esker offers a total solution to automate every phase and every type of business information exchange. Customers achieve significant and immediate operational efficiencies, cost savings and measurable ROI in as little as three to six months. Founded in 1985, Esker operates globally with more than 80,000 customers and millions of licensed users worldwide. Esker has global headquarters in Lyon, France, U.S. headquarters in Madison, Wisconsin and ANZ headquarters in Sydney since 1997. For more information, visit www.esker.com.au.

Contact: Christophe DuMonet, Esker Australia – Tel: +61 2 8596 5107 ▪ Email: christophe.dumonet@esker.com.au

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Esker Australia Pty Ltd ▪ Unit 13 ▪ 9-11 Chaplin Drive ▪ Lane Cove NSW 2066 ▪ Australia
Tel: +61 2 8596 5100 ▪ Fax: +61 2 8596 5175 ▪ info@esker.com.au ▪ www.esker.com.au

