

Esker Launches New 'Cloud' Service to Collect Overdue Payments FASTER and CHEAPER

SAP software solution partner helps companies automate claims recovery processes with new document delivery outsourcing service

Sydney, Australia – March 22, 2010 – Esker, the leader in document process automation solutions, today launched a new service 'in the cloud' to assist companies collect overdue payments from customer FASTER and CHEAPER. The new Esker service is designed for companies to automate and outsource fax and postal mail delivery of reminder letters, referral to collection agency letters, duplicate invoices, collection history and other collection documents generated by SAP® solutions or third-party applications. This new service is aimed at helping companies optimise and accelerate claims recoveries while reducing DSO (Days Sales Outstanding).

In the current economic climate, businesses need to improve cash flow and profitability. While collecting on delinquent accounts is a vitally important function that can immediately improve results, the manual processes associated with distribution of collection documents is time-consuming and costly for companies.

To reduce the workload related to collections and litigation, the new Esker service is designed to easily automate the outsourcing of delivery of these documents by fax, postal mail and SMS with:

- Automated delivery of documents directly from SAP applications and third-party management or recovery applications
- Outsourced fax and postal mail delivery directly from Esker's Australian production centers, including fax transmission, printing, mail preparation and transfer to the postal service

Offering seamless integration with SAP solutions and market-leading recovery applications, Esker services also offer:

- Document validation and delivery scheduling
- Complete historical view of all exchanges with each customer available directly in company recovery application* or via the Esker web interface
- Management of undeliverable addresses
- Real-time document tracking available directly in the recovery application*
- Automatic archiving of all collection documents available 24/7

Services tailored to enterprises and collection agencies

Esker services are already used in Europe by companies such as Alliade, Allo Assurances, Ecolab, Manpower, and Messer to automate and outsource their collection letter and litigation document deliveries.

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“[The Esker] solution provides the performance and reliability we need,” said Dominique Bonnet, Sales Administration Manager at Messer. “They also offer unrivaled expertise in the SAP environment as a partner, and the rapid response from their teams demonstrated their commitment to us.”

Collection agencies are also using Esker services to send out final reminder notices to customers.

Document delivery cost savings of 45 to 90 percent

According to Esker, collection document automation and outsourcing services can reduce the costs of delivering collection documents by mail up to 45 percent and by fax up to 90 percent. Benefits to companies include:

- No initial investment or maintenance costs
- Improved productivity as a result of automating complex tasks
- Accelerated document processing and expedited delivery
- No limit on document delivery
- Pay-as-you-go flexibility

About Esker

Esker is a recognised leader in helping organisations reduce the use of paper, eliminate manual processes and simplify IT landscapes. With its comprehensive platform, Esker delivers the benefits of automated document processing as on-demand services (SaaS) and on-premise solutions. Customers achieve significant operational efficiencies, cost savings and ROI in as little as three to six months while gaining visibility and control within order-to-cash and procure-to-pay business processes ranging from sales order management and accounts receivable to purchasing and accounts payable. 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. Follow Esker on Twitter and join the conversation at twitter.com/eskerinc.

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* Tracking only available for Esker web services that are fully integrated with the recovery application.

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