



Euler Hermes

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The Company – Euler Hermes

Euler Hermes is the worldwide leader in credit insurance and one of the leaders in the areas of bonding, guarantees and collections. With 6,200 employees in over 50 countries, Euler Hermes offers a complete range of services for the management of B-to-B trade receivables and posted a consolidated turnover of €2.2 billion in 2008.

Euler Hermes, subsidiary of AGF and a member of the Allianz group, is listed on Euronext Paris. The group and its principal credit insurance subsidiaries are rated AA- by Standard & Poor's.

At risk customers is a major problem of any business requiring current and reliable information on the financial situation of the companies they work with (customers, suppliers and partners). Euler Hermes group helps companies wherever they trade, to safeguard and grow their business.

Proof of delivery

In order to inform its insured customers of the financial situation of companies they are working with, Euler Hermes sends out a daily fax from its database including information that is both strategic and critical. Euler Hermes is legally required to send this document through an external provider and to archive it with a legal service for 10 years so it can provide proof of delivery in case of future litigation.

Due to several issues with its last service provider, including poor quality of documents sent, problems with CD-ROM backups and delivery to the legal service, Euler Hermes decided to look for a new partner who could:

- guarantee quality and traceability of every fax sent worldwide
- offer a pure service without the need to install software
- offer a scalable and multi-channel service to meet the numerous needs of Euler Hermes (fax, mail, secure email...)

All in one

After researching several solutions on the market Euler Hermes chose to place its confidence in Esker.

Esker is a leader in helping organizations streamline manual, paper-intensive processes and reduce the use of paper by automating the flow of documents into, within and outside the organization. With three production centers located in France, the USA, and Australia, Esker can easily manage fax processing and delivery world wide. In addition to fax, Esker offers mail, email and SMS delivery responding perfectly to the needs of Euler Hermes.

220,000 faxes sent per month

Euler Hermes sends electronic files from its database directly to Esker via an SFTP connection. The Esker on Demand platform is responsible for faxing the electronic files to customers around the world. Once the file has been faxed a confirmation is sent back to the Euler Hermes. The confirmation is fully integrated into their information system giving the users instant access to the status of each faxed document. Each month more than 220,000 faxes are sent out to customers around the world.

In addition, Esker burns all documents sent by fax to DVDs creating backup copies and then sends the backup copies to Euler Hermes' legal service.

“With the strategic nature of information that we send by fax to our customers, we were quickly convinced by the expertise of Esker, the fact that they are the 3rd largest provider of servers and fax in the world and finally by their international references including Microsoft and American General Finance. Their teams have also proven to be extremely quick to respond at all levels during our partnership.”

Alain Darrieus ▪ IS Manager ▪ Euler Hermes

“ Ever since we started using Esker on Demand to send our faxes, I feel like a huge burden has been lifted. We now have a quality of faxing that we have never experienced in the past. There are very few issues and the response time is beyond our highest expectations. The difference is like night and day.”

Alain Darrieus ■ IS Manager ■ Euler Hermes

In addition to transmitting sending confirmations, Esker also responds to customer demands for providing confirmation proof (3 to 4 per month on average).

To conform to this need, Esker provides Euler Hermes an image of the sent fax including a confirmation of sending signed by the President of the company within 24 hours of the request. Prior to Esker, this same service would take 15 days to one month to provide the necessary proof.

Mail backup for Euler Hermes publishing services

Euler Hermes has also chosen to add Esker Mail on Demand services creating an emergency outlet for the publishing arm of Euler Hermes SFAC, which sends over 7 million pages by mail per year.

If problems occur on their publishing line, Euler Hermes can electronically send its publishing documents directly to the Esker on Demand platform where the documents will be printed, folded, stuffed into an envelope, stamped and handed off to the postal service. In addition, documents being sent to the same customer can be consolidated in the same envelope.

The benefits

Thanks to Esker on Demand services, Euler Hermes has access to all the services necessary to meet the stringent requirements that the industry demands.

- **Real time status updates:** Euler Hermes' faxes are now sent on time with flawless traceability, essential to meet the demands of its clients.
- **24/7 technical support:** If an issue arises, Esker's Technical Support team is extremely knowledgeable and quick to respond making sure Euler Hermes experiences little downtime.
- **Lower costs:** Thanks to "Least Cost Routing" offered by Esker, Euler Hermes can fax documents at costs much lower than they would achieve internally. In fact, thanks to a presence in several countries, Esker can send faxes directly within the destination country benefiting from local calling rates suppressing the cost of long distance calling rates.

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