

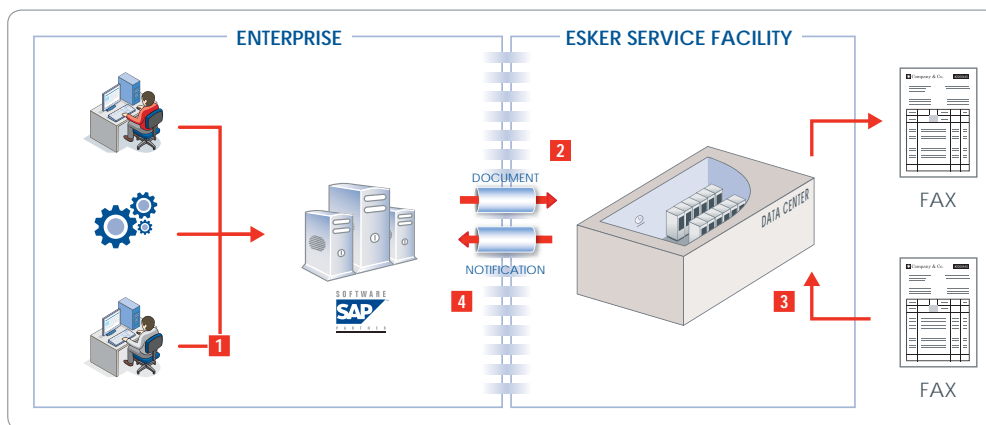


Fax Services for SAP applications



Historically, the available options for faxing from SAP systems have forced enterprises to choose between efficiency, cost and functionality. Using fax machines burdens enterprises with manual processes of printing and faxing, managing paper and consumables, and maintaining equipment. Fax servers typically require a heavy investment in hardware, software, faxboards and lines, maintenance and training. Basic outsourced fax services suffer from a lack of integration, requiring users to learn a new interface, and a lack of real-time status notification. Today, Esker offers the benefits of automatic faxing as a service fully integrated with SAP applications — without adding hardware or software.

- 100% on-demand faxing
- SAP Certified Integration
- No hardware or software
- Real-time status within the SAP system



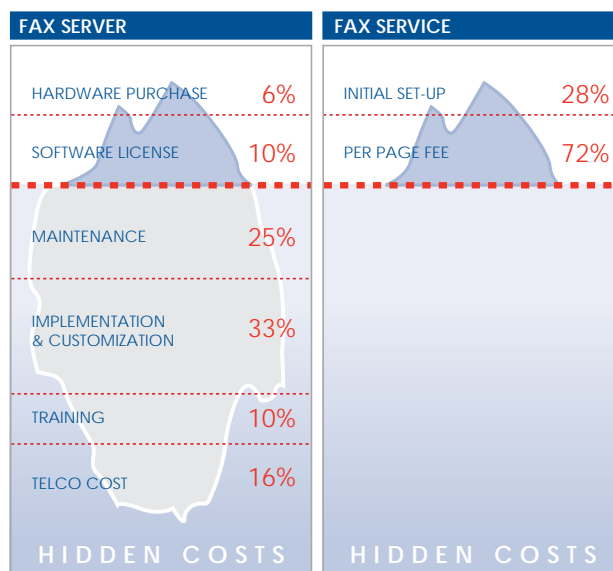
How it works

Documents are submitted by users from SAP Business Workplace or automatically from SAP modules (1). Documents are then transmitted to an Esker production facility, using a secure SAP router-to-SAP router communication protocol, and received using SAP RFC technology (2). Faxes are sent by the Esker production facility (3) and fax status is fed into the SAP system (4), updated in real-time and visible to users.

Cost-effective alternative to fax servers

Based on a simple pay-per-use pricing model, Fax Services for SAP applications eliminate the hidden costs of relying on a fax server without compromising on integration with SAP applications.

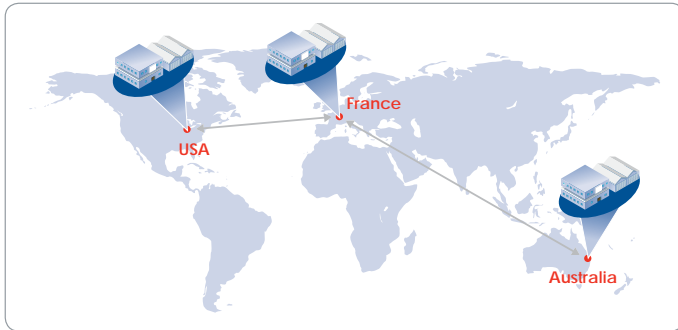
- HIGHLIGHTS**
- Fax directly from SAP applications without any hardware or software
 - SAP Certified Integration
 - Fast deployment
 - Robust production faxing from any SAP module
 - Desktop faxing from Business Workplace
 - Real-time status available within the SAP system
 - Minimized operating costs
 - 24x7x365 availability
 - Virtually unlimited capacity
 - Least Cost Routing through a redundant and secure worldwide network of fax production centers



The Esker network

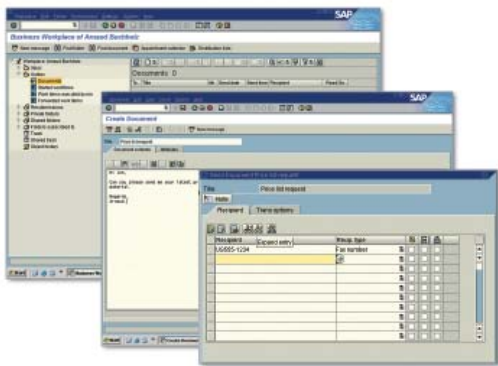
To ensure your business documents are handled in an efficient and secure way, Fax Services for SAP applications rely on the worldwide network of Esker production facilities located in the USA, France and Australia:

- Secured transmission protocol (SSL)
- Back-up and monitoring between Esker production facility data centers ensures 24x7x365 availability
- Scalable architecture based on proprietary Esker fax server software backed by 15 years of experience in the fax industry
- System of dynamic line allocation and routing ensures no contractual delays
- Intelligent and robust management of failed transmission (multiple retries in case of busy signals)
- Real-time tracking of all fax transmissions
- Least Cost Routing through Esker production facilities



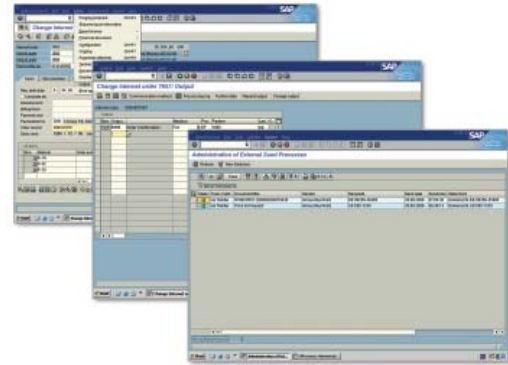
Easy faxing from Business Workplace

Directly from Business Workplace, the user simply creates a message, attaches files to be faxed and selects fax number(s) from the recipient list.



The fax is automatically transmitted to Esker production facilities and can be tracked in SAPconnect. Detailed fax status is updated in real-time within the Business Workplace.

Robust production faxing from SAP modules



Upon Configuration of SAP Output Determination, a fax can be automatically and securely transferred to the Esker production facility where it will be faxed immediately.

Real-time status of faxes sent from the SAP system is visible in the transaction SOST as well as in the user's Business Workplace.

Fast deployment

Fax Services for SAP applications do not require any software to be installed on your SAP application server. A simple configuration of your SAProuter is sufficient to gain access to the service.

Technical specifications	
Administration	<ul style="list-style-type: none"> ▪ Central management entirely within the SAP environment ▪ No additional software to install
Communication protocols	<ul style="list-style-type: none"> ▪ Use of Remote Function Calls (RFC) between SAProuters ▪ Security guaranteed by SAP Cryptographic Library over SNC
Supported SAP software versions	<ul style="list-style-type: none"> ▪ From SAP R/3 3.1G to ECC 5.0
Least Cost Routing	<ul style="list-style-type: none"> ▪ Global network of Esker production servers ▪ Allows worldwide faxing at the lowest possible cost

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