



PRESS RELEASE

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France Telecom and Esker: delivering electronic documents to enhance the customer relationship

Partners announce a joint solution to distribute documents directly from enterprise applications

October 16, 2001 – Lyon, France – France Telecom Teleconferencing & IP Services and Esker have partnered to offer a complete, powerful solution that automates electronic communication to optimize the flow of information while reducing associated costs.

The agreement brings together Pulse™, Esker's intelligent e-document server, and France Telecom's Viafax Format multimedia broadcasting service. France Telecom and Esker plan to introduce and market the integrated solution before the end of this year.

The integrated solution will expand the kinds of information delivered from the Viafax service by exploiting Pulse's ability to capture information from any enterprise data source. Now, customers will be able to automate the delivery of business documents (invoices, purchase orders, abstracts of accounts, customer renewals, etc.) directly from their existing information systems. In this way, customers can optimize document delivery and minimize production costs, shortening cycle times while eliminating the problems of peak traffic management. Enterprise communication gains in fluidity and customers' increasing need for information can be met in real time.

“Thanks to the technology developed by Esker, we are widening the intelligent distribution services of Viafax Format to include electronic documents from enterprise applications such as ERP, CRM, or logistic management

systems,” declared Michel Sicco, Teleconferencing & IP Services Department Manager. “Without investing in any material, our clients will be able to minimize their costs, benefit from a greater reactivity, and lastly improve their client relationships.”

“Esker’s objective is to help customers improve communication and gain maximum benefit from the latest information technologies,” said Eric Thomas, VP of Business Development Europe at Esker. “At Esker we are also convinced that this improvement must be accompanied by simplified installation and simplified integration with sophisticated local infrastructures. The solution we have developed with France Telecom meets these objectives, and our customers will benefit further from the expertise and quality service of one of the world’s major telecom operators. This is a guarantee that we are proud to be able to offer to our customers.”

About France Telecom

France Telecom is one of the world’s leading telecommunications carriers, with over 86 million customers on the five continents (220 countries and territories) and consolidated operating revenues of 33.7 billion euros for 2000 (20.4 billion euros at June 30, 2001). Through its major international brands, including Orange, Wanadoo, Equant and GlobeCast, France Telecom provides businesses, consumers and other carriers with a complete portfolio of solutions that spans local, long-distance and international telephony, wireless, Internet, multimedia, data, broadcast and cable TV services.

France Telecom is the second-largest wireless operator and the number three Internet service provider in Europe, and a world leader in telecommunications solutions for multinational corporations. France Telecom (NYSE: FTE) is listed on the Paris and New York stock exchanges

Within France Telecom’s Business Division, the Teleconferencing & IP Services business unit designs, develops and markets a range of cooperative working tools combining voice, data and image. Its offer includes two groups of services: teleconferencing and message broadcasting (fax, email, SMS, etc.). For more information, visit <http://www.viasolutions.com>.

About Esker

Esker Software solutions enable intelligent access to and delivery of core business information from any data source, in any format, to any recipient. Organizations use Esker software to streamline information exchange, open new channels of communication, and achieve business objectives with new levels of speed and efficiency. Esker extends the reach of information technologies and shortens the distance between people and information. The company was founded in 1985 and is traded on the French Stock Exchange (Le Nouveau Marché: 3581). In 2000, it reported sales of 27.4 million euros (about \$25.9 million). Esker’s operations span North America, South America, Europe, and Asia/Pacific with about 300 employees and an installed base of two million licensed users worldwide. The company’s products include:

- ◆ Pulse™, VSI FAX™, VSI FAX® for Notes, and Faxgate® for Intelligent Information Delivery™
- ◆ Tun®Plus, SmarTerm®, Persona®, Corridor for Active Server™, and Corridor Wireless for host access.

For more information, visit <http://www.esker.com>.

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