

Esker Partners with AIIM to Present Webinar on Paper-free Sales Order Processing

May 5 event will feature the fax-to-order automation case study of Moen Incorporated

Madison, WI – May 4, 2011 – Esker, the leader in document process automation solutions, today announced that Karen Rechenbach, Order Fulfillment Business Support Leader at Moen Incorporated, will join Steve Smith, U.S. Chief Operating Officer at Esker, to present a live webinar titled “Paper-free Order Processing to Complete Your E-Vision.” Conducted in partnership with the Association for Information and Image Management (AIIM), this special Thursday Case Study webinar will take place on May 5, 2011 at 1:00 p.m. CST. Free registration to attend the event is available at <http://www.aiim.org/Events/Webinars/20110505-webinar>.

In addition to outlining the challenges of manual sales order processing, including high cost per order, errors and incorrect shipments, limited visibility, fulfillment backlogs and dissatisfied customers, Smith will present an overview of single-platform technology that companies can deploy in the cloud or on-premise to automate every phase of order processing. The automation extends from receiving the customer document to creating a corresponding sales order in an order management system, and offers the ability to:

- Automate capture, workflow and archiving with one solution
- Reduce order processing time and costs by at least 40 percent
- Make every order electronic and instantly accessible

Rechenbach’s portion of the presentation will highlight lessons learned in Moen’s implementation of Esker DeliveryWare to automate processing of orders received via fax. Attendees will learn how Moen gained visibility and control with intelligent data extraction, validation, automation into Moen’s SAP system, and storage.

Many businesses continue to process a percentage of their sales orders manually because technologies like electronic data interchange (EDI) are not practical for all customers. Orders received by fax or email can be especially problematic as they are often printed for manual distribution, entry into back-office systems and filing. Paper-based order processing typically offers little or no transparency, burdens customer service with labor-intensive tasks and creates a high risk of errors. In contrast with attempts to address these issues by maintaining stand-alone applications for imaging, formatting, workflow, archiving and other order processing functions, this webinar will present the value of comprehensive automation technology as a universal platform enabling businesses to treat every order as an electronic transaction.

“Getting rid of paper order processing is crucial for any business that wants to achieve full operational excellence, particularly in a recovering economy where companies have had to cut staff but still need to be prepared for growth,” said Smith. “This webinar is an opportunity to learn from the real-life experience of Moen in successfully addressing manual processing of fax orders, which is an issue that many companies face.”

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About Esker

Esker is the worldwide leader in document process automation solutions. Addressing all types of business processes from accounts payable and accounts receivable to sales order processing and procurement, Esker cloud computing solutions enable companies to automate the reception, processing and sending of any business document with one platform. Esker helps over 80,000 companies across the world to reduce the use of paper and eliminate manual processes while improving their productivity, efficiency and environmental impact.

With 33 million euros in sales revenue in 2010, Esker operates in North America, Europe and Asia Pacific with global headquarters in Lyon, France and U.S. headquarters in Madison, Wisconsin. Esker is listed on the NYSE Alternext in Paris (Code ISIN FR0000035818). For more information, visit www.esker.com. Follow Esker on Twitter at twitter.com/eskerinc and join the conversation on the Esker blog at www.quitpaper.com.

Corporate Contact: Renee Thomas, Esker, Inc. – Tel: 608.828.6140 ▪ Email: renee.thomas@esker.com

Investor Relations Contact: Emmanuel Olivier, Esker S.A. – Tel: 33 (0)4 72 83 46 46 ▪ Email: olivier@esker.fr

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