

## Esker Sponsors Customer Support Benchmarking Council Event

**Madison, WI and Warrendale, PA – April 12, 2011** – Esker, the leader in document process automation solutions, today announced that it is sponsoring a Customer Support Benchmarking Council event April 12-13, 2011. The event will be hosted by MEDRAD, Inc. at its global headquarters in Warrendale, PA and co-coordinated by Moen Incorporated.

On April 12 MEDRAD will present an overview of benchmark topics: building a high-performance customer service culture, including change management, standards of excellence, coaching, incentives, development and career path, as well as departmental metrics and workforce management. The April 13 session will feature Moen presenting a best-practice workshop based on its implementation of automated sales order processing to gain visibility and control. In addition, Esker will have a resource on hand to answer questions about the technology.

“Automation drives customer service excellence by making sales order processing faster and more accurate, and by making orders more easily accessible,” said Steve Smith, U.S. Chief Operating Officer at Esker. “This event is a great opportunity for companies to collaborate and share ideas on using automation to achieve the highest levels of service.”

Esker customers interested in participating in the Customer Support Benchmarking Council can contact Gina Leranthe, Media & Customer Relations Manager, at 608-828-6141 or [gina.leranthe@esker.com](mailto:gina.leranthe@esker.com).

### About Esker

Esker is a recognized leader in helping organizations 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 and U.S. headquarters in Madison, Wisconsin. For more information, visit [www.esker.com](http://www.esker.com). Follow Esker on Twitter at [twitter.com/eskerinc](https://twitter.com/eskerinc) and join the conversation on the Esker blog at [www.quitpaper.com](http://www.quitpaper.com).

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