

Edward Don & Company Improves Document Delivery with Esker Cloud Fax Services for SAP®

Madison, WI — April 15, 2013 — [Esker](#), a worldwide leader in [document process automation solutions](#) and [SAP®](#) software solution and technology partner, today announced it has been selected by the Illinois-based, [Edward Don & Company](#), the nation's largest food service equipment and supplies distributor, to increase reliability and reduce delays in delivery of inbound and outbound faxes via [Esker Cloud Fax Services for SAP](#).

With the Esker solution, faxes are directly processed from Edward Don & Company's SAP application, where they are automatically picked up by Esker through a secure network connection via SAP-router and received in department inboxes. With approximately 6,000 outbound faxes and 11,000 inbound faxes per month, finding an alternative faxing vendor that could process these business-critical documents in a timely manner was imperative.

"The biggest issue we've had in recent years has been with the length of downtime," said George Barwacz, IT Operations Manager at Edward Don & Company. "It could be as long as 1-2 days, sometimes multiple times per month. To make matters worse, we were getting next to no response from the service desk. You add it all up — it had a huge impact on our business. With Esker, we don't have this problem."

What set Esker apart

The decision to choose Esker as its new faxing vendor began after Edward Don & Company spoke with [Pentair Ltd.](#), an Esker customer, at a recent SAP on iSeries user group. Intrigued by what they heard, the company began exploring Esker solutions and quickly realized the potential of the Cloud Fax Services for SAP solution. "Real-time status notification was a huge plus in our eyes," said Barwacz. "Before, when a fax dropped off we had no way of knowing what and where things went wrong. Esker took care of this."

Benefits since implementation

Though still in its early stages, the Esker solution has helped Edward Don & Company achieve:

- Real-time status notification in order to retrace steps during a dropped connection and ensure any dropped connection will be back up within minutes with automatic reconnect based on Esker software alerts
- A stable, on-demand faxing system without making additional investments in hardware
- Reassurance in the event of a problem due to the responsiveness of Esker's support staff
- The ability to leverage the Esker solution for further process advancements and improvements

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“Besides what the solution has helped us accomplish, Esker’s support staff has been a home run,” said Barwacz. Adding, “It has brought a level of stability and reliability to our fax process that we never could’ve imagined. It’s so refreshing to finally deal with support personnel that not only resolves issues quickly, but responds in a timely manner as well.”

Beyond initial implementation, Edward Don & Company already have thoughts of utilizing even more capabilities within the Esker solution such as disaster recovery, advanced shipment notifications and, potentially, sales order processing. “Fax was our first major need, and we’ve gotten over that hurdle successfully,” said Barwacz. “We definitely have other goals for improvement, and Esker is going to be the tool that helps us accomplish them.”

About Edward Don & Company

Founded in 1921 as janitorial supply company in Chicago, Edward Don & Company is the nation’s largest distributor of food service equipment and supplies. The company’s 1,000 employees service more than 70,000 customers, including independent restaurants, national chains, hospitals and health care facilities, country clubs, schools and universities, government institutions, amusement parks, cruise ships and more.

With an inventory of more than 12,000 products and a global network of more than 3,000 “Don-approved” suppliers, the Woodridge, IL, family-owned company boasts a motto of: “Everything but the food.” The company also has a design arm that assists customers with new kitchen planning, construction, remodeling and equipment replacement.

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 40.3 million euros in sales revenue in 2012, 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.

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