

Emdat Partners with Esker to Ensure Fast Delivery of Critical Medical Information for Patient Care

Leading medical transcription technology company strengthens fax reliability, supports growth with Esker on Demand

Madison, WI – May 3, 2011 – Esker, the leader in document process automation solutions, today announced that Emdat, the leading independent technology solution for MTSOs (transcription companies) and medical facilities to facilitate dictation and transcription processes with a “pay as you go” Software as a Service model, has successfully integrated Esker on Demand technology with its solution to ensure reliable fax delivery.

Emdat introduced faxing as a part of its solution shortly after the company’s inception in 1999. “We built our faxing solution internally from the start, and originally it was a very basic system with a small server and four POTS lines using general fax modems,” said Kevin Saliga, Co-Founder of Emdat. “We quickly outgrew that and moved to the point where we were managing several servers with several T1 connections just to support the demand of the faxing that we had. We started to discover that we had to constantly monitor and maintain the fax systems to manage capacity and resolve any issues that may be taking place.”

When Emdat’s fax system started to reach capacity, end-users began to notice delays in their faxes. “We’re in the business of timely delivery of medical reports, in many cases to referring physicians,” said Randy Olver, CEO of Emdat. “The information we’re faxing is critical because physicians need it to treat people. When it’s not delivered, that is a real problem.”

As it approached fax volume of up to 450,000 pages per month, Emdat had to purchase more fax systems and T1 lines — and absorb the expense of the phone calls on those T1 lines. Additional cost was associated with the people managing the fax systems, who were pulled off of their operations or development roles to deal with fax system issues. “We had been considering fax a cost of doing business, but what really made us focus on trying to find a third-party solution like Esker was the fact that technologies within the telecommunications industry were changing,” said Saliga. “Providers of telephony services were moving to alternate forms of communication like Voice over IP, and trying to route our faxing traffic over reliable lines started to become an even greater headache. With the Esker solution, managing the changes in the industry is something we don’t have to worry about.” Olver added, “The fact that we had that kind of volume and we were basically able to flip a switch from an in-house solution to one where we can focus on our core competency and allow Esker to do what it does best was very positive.”

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Olver continued, "A fax is something that a customer just expects to get. Our business is a Software as a Service model and we've always said that we want to be a system that everybody relies on but nobody has to think about. Faxing was becoming not only a thorn in our side internally, but it was causing our customers to have to think about it. With Esker the service has been very responsive and the transition was seamless. Fax is a load off our minds now — we don't have to think about it any more, and neither do our customers. Esker on Demand is one of those services where the fact that you don't have to worry about it is testimony to how well it runs."

"Emdat is an example of how we work with companies, as their business grows and their fax requirements change, to get rid of internal fax systems by leveraging Esker on Demand to handle their fax requirements so they can focus on their core competencies," said Steve Smith, U.S. Chief Operating Officer at Esker. "Partnering with Esker allows companies like Emdat to reallocate resources away from fax toward the core value that they offer to their customers."

About Emdat

Emdat, Inc. (www.emdat.com), based in Fitchburg, Wis., provides medical facilities and transcription service providers with flexible, seamless and cost-efficient solutions for fully managing medical transcription. Emdat provides one of the world's leading web-based transcription solutions, serving more than 2,600 medical facilities throughout the United States and a network of hundreds of medical transcription companies around the globe. The company's Discrete accurate Reportable Transcription ([DaRT](#)) solution helps ensure successful adoption of electronic medical records by electronically tagging data within a medical transcription and uploading into the appropriate EMR field.

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. 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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Esker, Inc. ▪ 1212 Deming Way ▪ Suite 350 ▪ Madison, WI 53717 ▪ United States of America
Tel: 608.828.6000 ▪ Fax: 608.828.6001 ▪ info@esker.com ▪ www.esker.com

