

“Fax Service for SAP” Strengthens Esker Position in the SAP Environment

Fax Service for SAP offers the perfect complement to SAP applications, allowing companies to consolidate faxing infrastructure worldwide

Madison, WI – March 29, 2010 – Esker, the leader in document process automation solutions, improves its positioning in the SAP environment thanks to the success of its Fax Service for SAP solution. The SaaS solution has been chosen by one of the leading German manufacturers of buses and coaches to send purchase orders by fax directly from SAP, with goals of improving responsiveness and supplier delivery times.

Today, more and more companies are choosing to outsource faxing instead of purchasing a fax server. This choice allows them to reduce infrastructure and costs associated with use, maintenance, and system upgrades. In addition, offering an identical cost structure in most countries, the fax service provides an option for companies who want to consolidate SAP servers worldwide. They can centralize the fax function rather than place investments in each subsidiary.

Fax Service for SAP is an on-demand solution to automate and outsource inbound and outbound faxing. Based on a pay-per-use cost structure, the service gives customers unlimited capacity to receive and send faxes worldwide while ensuring complete traceability of documents thanks to real-time status updates available directly in the SAP application.

As part of the Esker on Demand product line, the Fax Service for SAP solution is based on more than 15 years of experience in the fax server market, in which Esker is the third leading provider worldwide. Every month more than four million fax pages are sent and received by Esker production centers around the world — for over 3,000 companies, including well-known companies such as Whirlpool, Pentair Water, Euler Hermes and ING.

EvoBus outsources delivery of 2,000 to 5,000 supplier orders per month

EvoBus, one of the customers using Fax Services for SAP, automates delivery of supplier orders by fax. EvoBus is a 100%-owned subsidiary of Daimler AG, specializing in manufacturing and sales of buses, coaches, and minibuses under the Mercedes-Benz and Setra lines. EvoBus services are comprehensive, covering every aspect of buses and coaches.

All the components and spare parts that go into EvoBus production are ordered by fax from numerous suppliers, making it essential that all faxes are sent directly from SAP, including verification that they are received by suppliers

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to reduce delivery times. With faxed orders fluctuating from 2,000 to 5,000 per month, EvoBus needed a flexible and reliable solution with the ability to absorb traffic spikes, avoid downtime, and integrate seamlessly with SAP applications.

“Following research for a new fax service, our decision fell upon Esker due to its SAP integration capabilities. Today, not only can we send faxes directly from our computers, but we also receive real-time status updates directly in our SAP application. These updates let us know if and when our orders are received by our suppliers so we can minimize any possible delays,” explained Thomas Steigerwald, Operations and Applications Manager for EvoBus.

“Our Fax Service for SAP is an ideal solution for companies using SAP applications who need the capabilities of a scalable fax solution. Thanks to our pay-per-use cost structure, the service is a perfect alternative to traditional fax solutions,” said Jean-Michel Bérard, CEO of Esker.

In addition to its Fax Service for SAP, Esker offers a full range of SaaS solutions integrating directly within SAP applications including supplier invoice processing, e-invoicing, sales order processing and outsourced document delivery by postal mail.

About EvoBus

Since the amalgamation of Mercedes-Benz and Setra in 1995 under one umbrella, EvoBus has become the leading full-line supplier on the European bus and coach market and are also present on the global market. Mercedes-Benz invented the coach and has more than 100 years of experience in the bus and coach industry. Along with Setra, also a brand with tradition, both are well-known as pioneers in the bus and coach business.

About Esker

Esker is a recognized leader in helping organizations eliminate manual processes, gain process visibility and control, and reduce the use of paper by automating the flow of documents into, within and out of the organization. With patented document delivery automation software and hosted document delivery services, Esker offers a total solution to automate every phase and every type of business information exchange. Customers achieve significant and immediate operational efficiencies, cost savings and measurable ROI in as little as three to six months. 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.

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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