

Esker Finalizes Document Process Automation Agreement with Madison Police Department

Customized business rules built within the Esker DeliveryWare platform already bringing much-needed efficiency and cost-effectiveness to a previously manual document process

Madison, WI — August 19, 2014 — [Esker](#), a worldwide leader in [document process automation solutions](#), announced today that Wisconsin's [City of Madison Police Department](#) has signed on to leverage the on-premises automation platform, [Esker DeliveryWare](#), in order to simplify the way it generates internal messaging reports while saving a significant amount of time and money.

Part of the duties of the Madison Police Department's Command Staff is to perform a review of officers' messages being sent through an internal communication system within the department. Prior to using Esker, a report was generated from the data routing device to help the Command Staff monitor any violations. Unfortunately, what should have been a fairly quick and routine task, was bogged down by the amount of time it took to run the reports (1-2 hours) as well as the amount of time it took to sift through the unnecessary information or "junk text" included on the report (1-2 hours).

A Model of Efficiency

Recognizing the capacity of Esker's patented [Business Rules Engine](#) for building rules to automate virtually any manual document process, the Madison Police Department selected Esker as a replacement solution to simplify the process of generating reports. The department has already started creating rules in the Esker DeliveryWare platform that identify who sent the message, the time and date, and — best of all — extracts only the most relevant data from the messages and formats it into a user-friendly Excel document.

"Initially, there was skepticism if an inbound automation solution like Esker's was actually needed, but once we were up and running nobody could believe an intelligent and adaptable tool like this existed," said Chris Anthony, Police Information Systems Specialist. "With Esker, the time it takes to review these reports is cut in half. Not only does it save our Command Staff headaches, it saves money since a lot of these reports were being reviewed on overtime — that all adds up, especially when budgets are tight. Another plus is that all the files are instantly visible and easily accessible in the event of an audit."

The project has been so successful that the Madison Police Department is already using the solution to support smaller law enforcement agencies in the Madison area by logging messages for them. Anthony went on to say, "For these smaller districts, budgets are constrained even more and they don't have the resources to fix big IT problems. Being able to use Esker's solution to help them is going to save a lot of time, money and effort on their end."

(continued)

About the Madison Police Department

The Madison Police Department is the law enforcement agency in the capital city of Madison, Wisconsin. With over 400 full-time officers, the department is broken up into five districts: Central, East, North, South and West. The Madison Police Department is committed to carrying out its duties with the highest degree of honesty, integrity and professionalism.

About Esker

Esker is a worldwide leader in document process automation solutions. Addressing all types of business processes, from accounts payable and accounts receivable to 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 around the world to reduce the use of paper and eliminate manual processes while improving their productivity, efficiency and environmental impact.

With 41.1 million euros in sales revenue in 2013, Esker operates in North America, Latin 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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