

Parts Town Selects Esker to Automate Accounts Receivable and Document Delivery in the Cloud

Madison, WI — July 16, 2013 — [Esker](#), a worldwide leader in [document process automation solutions](#), today announced it has been selected by [Parts Town](#), a rapidly growing supplier of service repair parts for commercial cooking equipment to the restaurant industry, to automate its [accounts receivable](#) (AR) and [document delivery](#) processes in the cloud with the [Esker on Demand](#) solution.

With Esker, Parts Town has found a stable, SaaS-based automation solution that will eliminate the manual steps associated with processing 30,000 documents per month (e.g., invoices, statements, purchase orders, return merchandise authorizations, quotes, order acknowledgements), and bring scalability to its consistent business growth (35% annual growth rate the past nine years). Future plans with Esker include leveraging the same on-demand platform for [automated order processing](#).

Building for the future

Parts Town had an existing solution in place when it updated ERP systems three years ago; however, the physical fax server solution did not scale as quickly as the company was growing. After exploring the market for a new fax solution, Parts Town was drawn to the scalability, stability and ease of installation (via the cloud) that Esker provided. “To us, Esker was the most attractive option,” said Jeff Musur, Director of Operations at Parts Town. “Our customer base, which continues to grow each year, ranges from mom and pop restaurants to highly recognized, multi-national chains. Esker’s on-demand format offers us an ease of implementation that will let us hit the ground running and not disrupt the quality of service to our customers.”

High expectations with Esker

Looking ahead, Parts Town is hoping to see the “hands-free” aspect of the Esker solution deployed on a larger basis. For example, part of the solution includes a customizable web portal that offers Parts Town customers a secure place to select their preferred method of receiving invoices and view/search for invoices. “We’re expecting to turn Esker on and forget about it,” said Musur. “The customer portal will allow customers to get their requests on a self-serve basis instead of flooding customer service with calls once statements go out. It’s a win-win.”

Only the beginning

Another feature that placed Esker ahead of other options was the solution’s ability to not only adapt to growth, but be flexible enough to extend to business processes beyond AR and document delivery. With two-thirds of its sales

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order volume being fax and emails, Parts Town already has a target for its next automation initiative. “We’ve already discussed taking the next step in business process efficiency by automating sales order entry,” said Musur. “We see what we’re doing now as step 1 of a multi-step process. We chose Esker specifically knowing that it would be a solution that would grow with us and adapt to our needs over the long haul.”

About Parts Town

Parts Town supplies genuine OEM replacement parts for commercial cooking equipment to the restaurant industry. For over 20 years, Parts Town has been focused on delivering the highest level of customer service for food equipment replacement parts, commercial kitchen accessories and selected food equipment. By recruiting and retaining the industry’s leading talent and living its core values, Parts Town has been able to achieve the unique combination of providing the industry’s most complete set of value-added capabilities while continuing to provide enthusiastic and expert customer service.

Parts Town has been named to the Crain’s “Fast 50” list, recognizing the fastest growing companies in the Chicagoland area for four consecutive years as well as the “Inc 5000” list of fastest growing privately held companies in North America for five consecutive years.

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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