

# Esker to Host “A Day at SAP” Seminar Event: *Achieving World-Class Customer Service with Process Excellence in Order Management*

The seminar will be held on Tuesday, March 11, from 10:00 a.m. to 3:00 p.m. at SAP headquarters in Newtown Square, Pennsylvania.

**Madison, WI — March 10, 2014 —** [Esker](#), a global leader in [document process automation solutions](#) and [SAP®](#) software solution and technology partner, announced today it will be hosting the seminar event, [Achieving World-Class Customer Service with Process Excellence in Order Management](#), in Newton Square, Pennsylvania, home to the U.S. headquarters of SAP America, Inc.

The educational event promises to be a valuable opportunity for SAP users seeking to discover best practices for improving customer loyalty and increasing profit margins through excellence in order management. In addition to presentations by Esker experts and a live solution demo, attendees will also hear industry leaders share their Esker success stories.

Those interested in attending the event can register and get full agenda details [here](#).

## Featured Speakers

**Adrian Posteraro**, Managing Director at [C-SAT Partners, LLC](#) (former Director Global Customer Support and Satisfaction at [MEDRAD, Inc.](#))

*“Building a World-Class Customer Support Organization through People, Process and Technology”*

Adrian discusses his journey at MEDRAD, Inc., and the best practices that were used to transform a stressful work environment with high error rates and turnover into a motivated and customer-centric organization that was recognized twice by the Malcolm Baldrige Award committee.

**Jean-Mathieu Farret**, Director Customer Care, [bioMérieux](#)

*“Strategies for Transforming the Order Fulfillment Process into a Streamlined and Scalable Operation that Improves Customer Service and Profitability”*

Learn about the key business process optimizations implemented by Jean-Mathieu as head of the order fulfillment groups of bioMérieux, as well as the benefits achieved via an automation initiative with Esker, including average order processing time cycle reduced by 75%, increased employee satisfaction and more.

*(continued)*

## 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 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](http://www.esker.com). Follow Esker on Twitter at [twitter.com/eskerinc](https://twitter.com/eskerinc) and join the conversation on the Esker blog at [www.quitpaper.com](http://www.quitpaper.com).

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