

Esker Delivers Document Automation Solutions to Systagenix Wound Management

Madison, WI – July 25, 2011 – Esker, the leader in document process automation solutions, today announced that Systagenix, one of the world's leading providers of wound care solutions, has selected Esker to improve its business processes. Initially chosen for its inbound fax solution, the Esker Sales Order Processing solution also drew interest from Systagenix, who shortly thereafter migrated to the on-demand automation solution. The Esker solutions streamline Systagenix's customer care, manage its increasing volume of sales orders, eliminate lost orders and reduce process errors.

Systagenix Wound Management, established in early 2010, has 700 employees worldwide following a management buyout from Johnson and Johnson. The company has experienced rapid growth and as a result, a higher number of orders are received by fax. As a new business, Systagenix wanted a simple yet powerful fax solution, which Esker provided. Systagenix was also impressed by the additional solutions offered by Esker that would enable further improvement on solving their order process challenges.

Once Esker began working with Systagenix it soon became obvious that its customer care team provided an excellent service in looking after its customers' requirements with all decisions made with the customer in mind. Systagenix required a company such as Esker with significant experience within this area to add additional value to its current processes. Systagenix wanted to maximize the visibility of orders throughout the process, manage resources as efficiently as possible and eliminate manual keying errors.

"Our customer care team identified an opportunity to improve the order entry process and have worked with Esker to develop a solution that eliminates paper, automates archiving, streamlines email management and gives complete visibility of orders from receipt to entry into their SAP business system," explained Ruth Davidson, Customer Services Director, Systagenix.

Esker carried out a full business process audit of the company's current operations to ensure it could meet all of Systagenix's needs and the solution has now been installed in 15 European countries with the United States to follow shortly.

Esker enables Systagenix to have more control over its orders and reduce costs by minimizing the need for manual data entry by staff. In addition, the company has easy access to historical records and reduces the risk of missing or misplacing orders. Weekly calls between Esker and Systagenix have helped to add additional functions, quickly target the resolution of issues and easily track service levels.

"Esker was extremely professional and thorough throughout the installation process and we are confident that their services will continue to meet our needs and exceed our expectations," said Dan Robinson, Head of IT Technical Services, Systagenix.

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“The close working relationship between Esker and Systagenix has also helped to add additional functions, target the resolution of issues and track service levels. We have noticed significant improvements in the number of manual errors as a result of the solution. It has almost eliminated the problems we have experienced in the past, where we have received duplicate faxes and manually input them twice,” continued Davidson.

Emmanuel Olivier, Chief Operating Officer, Esker, added, “The Esker on Demand Sales Order Automation solution has been specifically developed with customers such as Systagenix in mind and the industry that they work in. We are delighted to be working with Systagenix and look forward to working with them going forward. In light of the difficulties that businesses continue to face in the current economic climate, it is important to ensure that companies are aware of the latest technology to help improve the way that they do business with their customers, while also making significant cost and time savings. Our aim is to help organizations reduce the inefficiencies that go with the dependence on paper and reduce the negative impact this causes from ineffective document processing.”

About Systagenix

Systagenix is committed to providing innovative products and services that provide breakthrough clinical and economic outcomes in the treatment, management and healing of chronic and acute surgical wounds. “Systagenix meets the wound care needs of modern health care.” Systagenix offers a complete full line of wound healing products to meet the wound care needs of health care professionals. Systagenix longstanding commitment to skin and wound care began with the development of the first ready-made, ready-to-use surgical dressing in the mid-1880s and continues today with innovative wound care treatments developed by the experienced team of R&D scientists at the Gargrave Centre of Excellence for Wound Healing in North Yorkshire. With around 700 employees worldwide, Systagenix distributes products and services to more than one hundred countries.

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 33 million euros in sales revenue in 2010, 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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