



Extending the Reach of Information

PRESS RELEASE

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Esker Fax 3.5 simplifies fax communication and management for Microsoft Windows environments

Enterprise-class fax solution improves fax system management, fax board support, fax routing

MADISON, Wis., 17 February 2004 – Esker Software, leading worldwide provider of e-document solutions for improved business communications and processes, announces the immediate availability of Esker Fax 3.5. This release includes significant new enhancements to Esker's leading enterprise-class fax solution for efficiency and manageability of fax communication in Microsoft Windows environments.

Among the new and enhanced capabilities in Esker Fax 3.5 are:

- ◆ Windows Server 2003 and Microsoft Exchange 2003 support to ensure immediate compatibility of Esker Fax with the latest Windows server and messaging platforms.
- ◆ Customer relational database support to allow use of customer's own ODBC-compatible database for customized reporting.
- ◆ Simple Network Management Protocol (SNMP) support to enable remote, real-time monitoring of Esker Fax servers as standard network devices to maximize server uptime and minimize document delivery delays.
- ◆ Eicon Diva Server fax board support.
- ◆ New engine for Esker Fax Advanced Inbound Routing to increase flexibility and reliability of direct-to-desktop or direct-to-application inbound fax routing.

Esker Fax provides high-volume production faxing from host-based applications (ERP, SCM, CRM, financials) and enterprise-wide desktop fax integrated with leading email platforms to streamline document exchange, reduce communication costs, and increase operational efficiency. Esker Fax automatically faxes business documents such as

purchase orders, statements, reports, confirmations, and invoices directly from enterprise applications without requiring programming changes.

Says Marcy Dahlk, senior product manager at Esker Software, “Esker Fax 3.5 improves our ability to help customers cut costs, boost productivity, and achieve maximum return on investment. In addition to a new depth of capabilities for integrating powerful fax automation with production and workgroup environments, Esker Fax offers a unique opportunity to keep pace with the growing demand for individualized business communication.”

“Esker Fax also provides a direct migration path to Esker DeliveryWare Platform, the leading solution for complete automation of document transformation and delivery — via fax as well as a range of other electronic channels. Esker DeliveryWare gives the enterprise a comprehensive way to personalize customer and partner communication, streamline document-centric business processes, and improve profitability associated with business communication.”

About Esker Software

Esker Software solutions connect people and information. Providing access to enterprise host systems and enabling delivery of business information from any enterprise source to any destination, Esker solutions include:

- ◆ Esker DeliveryWare Platform
- ◆ Esker Fax™, Esker Fax for Notes, and Esker VSI-FAX®
- ◆ Persona® by Esker, SmarTerm® by Esker, and Tun® Plus by Esker.

Esker is traded on Euronext—the French Stock Exchange (Le Nouveau Marché/Euroclear: 3581). With offices in North America, Europe, and Asia/Pacific, Esker has shipped over 85,000 document solutions and has a host-access installed base of more than two-million licensed users. For more information, visit <http://www.esker.com>.

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