



Extending the Reach of Information

PRESS RELEASE

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IXOS and Esker partner to streamline business processes for users of SAP® solutions and other enterprise systems

Document delivery/management solution automates processes to improve overall enterprise profitability

ORLANDO, Fla., 17 June 2003 – At SAPPHIRE® '03, IXOS Software and Esker Software—SAP Software Partners and leading global providers of document archiving/management and intelligent e-document delivery solutions respectively—announce a new strategic alliance. The alliance brings together Esker DeliveryWare Platform and IXOS® eCON Solution Suite as a total solution for the creation, delivery, archiving, and retrieval of business transaction documents, reports, and other enterprise content.

The IXOS-Esker solution automates any document-centric step in business processes driven by SAP® solutions or other enterprise applications. Benefits to organizations include improved service to customers and business partners, better business communications at lower cost, faster payment for goods sold, and improved profitability.

At Hollister Incorporated, a healthcare products manufacturer relying on SAP solutions to manage its supply-chain operations, Esker DeliveryWare has eliminated paper-based document delivery and manual processing of documents by corporate buyers and customer service personnel. With facilities in the U.S. and Europe and a distribution network in 90 countries, Hollister delivers approximately 250,000 business transaction documents per year. For Hollister, Esker DeliveryWare has improved staff productivity, reduced annual document delivery costs by almost \$70,000, and accelerated cash flow by shrinking the time it takes to process and respond to business transaction documents.

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In similar applications, IXOS®eCON Solution Suite provides significant efficiency gains, enabling real-time collaboration throughout the enterprise (between back office, front office, and call center, for example), accelerating exception handling, and improving customer/partner relationships. BMW, a long-time SAP solution user, relies on IXOS archiving and retrieval automation to reduce invoice exception processing time by over 60 percent, critical to maintaining strong supplier relationships. IXOS®eCON Solution Suite also supports key accounting and business efficiency requirements for distributed organizations such as food producer and SAP solution user Mott's, providing real-time access to invoices and other documents from remote and central locations.

"The joint Esker-IXOS solution contributes directly to the enterprise's bottom line," says Danielle Hooper, director of strategic partnerships at IXOS. "Whether managing invoices, purchase orders, business reports, or other documents, the enterprise can use our solutions to ensure lower printing and distribution costs, faster access to critical business information, greater loyalty among customers and partners, and improved profitability."

"Our solutions and the quantifiable benefits we provide to organizations complement each other exceptionally well," adds Steve Broadway, vice president of business development at Esker. "In financial services, healthcare, manufacturing, and many other industry applications, our combination of delivery automation and total document management meets today's most fundamental business requirements—simplify the business process, enable real-time communication, and deliver fast, hard-dollar return on investment."

IXOS Software AG is an SAP Global Software Partner; Esker Software is an SAP Software Partner.

About IXOS Software

IXOS SOFTWARE AG is a leading provider of enterprise content management solutions. IXOS solutions optimize and expedite business processes, reduce costs, and enhance the competitiveness of companies. In addition to its product portfolio, IXOS offers a broad spectrum of services, including 24x7 support and a global team of highly qualified consultants. Another advantage is its close partnerships with leading international IT providers. Large corporations in widely varied industries have chosen IXOS as a dependable, strategic partner. There are approximately 2,700 successful installations worldwide. Around 1.8 million users enjoy the benefits of IXOS enterprise content management solutions. IXOS SOFTWARE AG shares are traded in the Prime Standard Segment of the Frankfurt, Germany stock exchange using the ticker symbol "XOS" (WKN 506150; ISIN: DE0005061501). In the U.S., American Depositary Shares (ADSs) are traded on the NASDAQ stock exchange using the ticker symbol "XOSY".

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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 VSI-FAX®, and Esker VSI-FAX for Notes
- ◆ 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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