

Eaton Steel Bar Company Engineers Business Efficiency with Esker DeliveryWare

Steel distributor and processor automates inbound fax routing and outbound purchasing document delivery

Madison, WI – January 20, 2009 – [Esker](#), the leader in document process automation solutions, announced today that [Eaton Steel Bar Company](#), a leader in steel product distribution and processing, has implemented [Esker DeliveryWare](#) to automate inbound routing of fax documents and outbound delivery of purchase orders and product specifications. Eaton Steel Bar Company uses Esker DeliveryWare in combination with its Lotus and Domino email software, Oracle E-Business Suite applications and Cisco Voice over IP system.

While considering the various options to replace its stand-alone fax machines, Eaton Steel Bar Company was prompted to act when its legacy phone system reached the point where parts were no longer available. “We decided to go from our old digital system to Voice over IP,” said Larry Helwig, Business Applications Manager at Eaton Steel Bar Company. “As part of this large VoIP project, we implemented Esker Fax for Notes as our solution for routing of all inbound faxes — either to a printer or to inboxes as mail attachments. With the goal of being able to send faxes directly to email instead of having to print them off, we chose Esker Fax for Notes as our solution of choice. We based our decision on our research into fax solutions that were compatible with Lotus Notes.”

Two years later the company’s business and IT teams came together around a need to improve delivery of outbound purchase orders and associated documents. At that time, the company’s purchasing agents would print copies of purchase orders after approving them, and then find corresponding product specification sheets and either re-scan and email the documents or put all of the documents into a fax machine and send them to the vendor. “We wanted to address the time it took to send a purchase order and the product specifications that go with it,” said Helwig. “Also, we had formatted custom purchase orders and we wanted a way to send out that custom format along with the specification sheets without having to print a paper copy first.”

After looking carefully at its requirements and the different ways to address them, the company determined that its best course was to upgrade from [Esker Fax for Notes](#) to Esker DeliveryWare.

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Now, when purchasing agents select email or fax in Oracle following the approval of a purchase order, Esker DeliveryWare retrieves the specifications from a file server and the complete PO package is sent as a single email or fax to the vendor. Behind the scenes, an XML file is generated and deposited on the Esker DeliveryWare server. This XML file contains all of the information to find the purchase order and the corresponding specification sheets on a Windows file server. Esker DeliveryWare will either send an email with PDF attachments or generate a TIFF and send via fax. The purchase order is a PostScript file and the specifications are PDF files.

According to Helwig, faster delivery and increased document quality have been equally important as benefits of the Esker DeliveryWare solution. “At best it took 10 to 15 minutes to find, print and assemble everything and send it off. Worst case, it could be half a day if the purchasing agent was distracted during the process. Now there’s essentially no time spent doing it because the attachments are going out automatically. Also the quality of documents received on the other end is much higher now that they’re rendered as TIFFs in the first place and sent electronically instead of being printed off and run through the fax machine. The quality with email is even better since PDF documents are being sent.”

“Eaton Steel Bar Company is a textbook example of why and how so many of our customers take advantage of the direct migration path from an Esker fax server solution to Esker DeliveryWare,” said Steve Smith, U.S. Chief Operating Officer for Esker. “When we have the opportunity to help customers address business issues that come up, they’re often surprised when we show them that they already have the foundation in place. Instead of adding more software to the mix, the same fax integration they’ve had becomes part of a full-blown automation platform for any business process that runs on paper documents. Having an Esker faxing solution puts companies in position to gain a whole range of new efficiencies without a lot of pain.”

As a next phase with Esker DeliveryWare, Eaton Steel Bar Company will expand the purchase order automation to several outside processors. Along with product specifications, the company will send work order sheets that provide additional details for production. Other plans include automated sales order confirmation and invoicing — both outbound to customers who are not on full EDI and inbound invoicing using the data capture capabilities of Esker DeliveryWare.

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About Eaton Steel Bar Company

Since 1953, Eaton Steel Bar Company has been at the forefront of cold-drawn and hot-rolled steel products. With approximately 550,000 square feet of production and warehouse facilities on 40 acres of land, Eaton Steel Bar Company has the capacity to warehouse 100,000 tons of inventory and ship up to 400,000 tons annually. Other operating units include Eaton Steel Corporation, Hercules Drawn Steel Corporation, Atlas Trucking Company and Titan Metallurgy LLC. For more information, visit www.eatonsteel.com.

About Esker

Esker is a recognized leader in helping organizations eliminate manual processes, gain process visibility and control, and reduce the use of paper by automating the flow of documents into, within and out of the organization. With patented document delivery automation software and hosted document delivery services, Esker offers a total solution to automate every phase and every type of business information exchange. Customers achieve significant and immediate operational efficiencies, cost savings and measurable ROI in as little as three to six months. Founded in 1985, Esker operates globally with more than 80,000 customers and millions of licensed users worldwide. Esker has global headquarters in Lyon, France and U.S. headquarters in Madison, Wisconsin. For more information, visit www.esker.com.

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