

Franklin Security Bank Implements Esker Fax for Automated Document Delivery

Bank selects Esker Fax to replace legacy system ensuring inbound and outbound delivery of business transaction documents continues uninterrupted

Madison, WI – September 17, 2007 - Esker, the leader in document process automation solutions, announced today that Franklin Security Bank (FSB) has implemented Esker Fax to handle the inbound and outbound delivery of its most critical documents – loan applications and decision notices – to and from its customers. Faced with corporate management changes, Esker Fax was selected by FSB to replace a custom-built fax server that was developed and managed by the organization's previous owners. Esker eased the transition by customizing its technology to mirror that of the legacy system, ensuring minimal interruption for the FSB employees and as little change as possible to its business processes.

Esker Fax provides true enterprise solutions for sending, receiving, and routing high volumes of end-user and application-generated documents, all from a single server and without any modification to an organization's existing applications.

Darren Bamkin, Franklin Security Bank's IT Manager, was informed of the corporate changes in advance but realistically had only three months to complete the project. In that short time, the management team required the transition of all of FSB's technology systems, including the fax system, from the headquarters to the FSB location in Plains, Pennsylvania.

Under the legacy system, an application for a loan was faxed in to a loan officer at FSB who would then enter the applicant's information into FSB's main loan origination database. The loan officer would then either approve or deny the loan and then generate a confirmation email with an attachment outlining FSB's decision. This attachment was automatically converted to an outbound fax and sent back to the person who made the request. Lastly, FSB received a notice of the fax's successful delivery to a central location via email.

"The old fax system was developed in-house and so we were not optimistic about finding a vendor that could provide the same technology. We needed a solution that could convert emails into faxes while seamlessly integrating with our main database," said Darren Bamkin, Franklin Security Bank's IT Manager. "Fax correspondence brings in a large portion of our business and there was not an option for doing it any other way."

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While researching possible solution on the Internet, Bamkin found Esker. After a meeting where Esker demonstrated a successful mock test for FSB, both parties quickly moved forward with the implementation of Esker Fax. The fax server was customized and configured to sync with the unique legacy technology and perform just as the old system had done.

With Esker Fax, a team of 27 people within FSB handles 1300 incoming documents and sends 900 documents outbound each month. Looking ahead, FSB is particularly impressed with the guarantee that the Esker Fax platform allows for additional growth without a significant investment.

“All our worries went out the door once the implementation was completed. In fact, with Esker Fax the process of capturing faxes is now much faster. We rarely miss an incoming fax and we are able to process the documents and return them minutes faster than before. This is so important to our business. Turning around these loan applications as soon as possible directly impacts our bottom line,” said Bamkin. “The Esker team exceeded our expectations and the support was phenomenal.”

“We pride ourselves on being flexible and 100% dedicated to meeting the needs of our customers. Franklin Security Bank had unique integration requirements and a very tight deadline – but our team worked hard to complete the implementation as quickly and smoothly as possible,” said Mike Wenzel, VP of Sales and Marketing Americas, Esker. “As many other organizations similar to Franklin Security Bank have discovered, we will work with companies seeking to automate their documents by integrating our technology into the existing environment. With Esker Fax there is no need to tear out and replace the investments you’ve already made with other applications - a very important factor for companies is to look for the best solution as well as the most cost-effective solution.”

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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