

MAN Roland Makes Headlines with Esker DeliveryWare

Printing experts automate sales orders from SAP applications with Esker document delivery technology

Madison, WI, August 21, 2006 – Esker, the leader in business document delivery solutions, announced today that MAN Roland, a premier manufacturer of commercial printing presses has selected Esker DeliveryWare to automate the delivery of its business documents directly from SAP applications. MAN Roland will leverage Esker DeliveryWare to speed both transactions sent to customers as well as internal cross-department communications.

Esker DeliveryWare provides a single platform for automating the flow of transactional business documents directly into and out of ERP systems and other enterprise applications, eliminating manual order entry and physical document handling, resulting in saved time, reduced costs, and improved accuracy. Using SAP-certified technology, Esker DeliveryWare allows end users to send and receive documents directly from and into SAP systems, including the most commonly used business documents such as sales orders, purchase orders, invoices, and account statements. Esker DeliveryWare allows organizations to easily automate document delivery without an overhaul of existing IT infrastructure.

MAN Roland first looked to Esker in response to an internal push for quicker turnaround time on processing transactions. Previously, when an order was received, MAN Roland employees were manually faxing, scanning, emailing and physically mailing invoices back to customers- all tedious and error-prone processes. With the implementation of Esker DeliveryWare, documents are kept electronic and employees no longer handle pieces of paper, stand over fax machines and key order entries. Now, MAN Roland has rolled out the technology to not only automate invoices, but also to automatically send 16 types of documents, such as order confirmations, shipping notifications, purchase and service orders and monthly customer statements via fax and email. In addition to helping move documents into and out of SAP applications, the technology is being used to automate certain types of internal communications. In total, MAN Roland delivers over 6,000 documents per month using Esker DeliveryWare.

In particular, MAN Roland has been very pleased with the ability to easily customize and facilitate new distribution rules as customer or departmental requests arise. Most recently, MAN Roland worked with Esker to create a mechanism to incorporate updates into its service order system in real time. Now with Esker DeliveryWare, whenever a service order is delivered to a service requestor, that document is automatically duplicated within that separate service order system.

“Esker DeliveryWare has totally revolutionized our distribution capabilities making it very easy to continually speed our processes surrounding customer communications,” said Carl Zumstein, MIS Manager with MAN Roland. “The technology has also been a pleasure to work with because we don’t ever have to deal with configuration changes or maintenance updates.”

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“MAN Roland’s business is about speeding the printing process for its customers,” said Mike Wenzel, Vice President of Sales, Americas with Esker. “It’s only logical that it would seek a way to make its own processes as efficient as possible. With Esker DeliveryWare we feel MAN Roland has the type of solution they need for today and as its business continues to grow.”

About MAN Roland

MAN Roland is a leader in the printing industry, providing comprehensive printing presses to commercial organizations with high-volume printing needs. One-third of all newspapers in the United States generate their papers on MAN Roland printers, including the Detroit Free Press, Knoxville News-Sentinel, Indianapolis Star, Omaha World-Herald, Quebecor World and the Detroit Newspaper Agency. MAN Roland has 150 years of printing experience with North American headquarters located in Westmont, Illinois (near Chicago). From here it provides consultation and technical support for all of the sheetfed, web press and newspaper customers.

About Esker

Esker is a recognized leader in helping organizations streamline manual, paper-intensive processes and reduce the use of paper by automating the flow of documents into, within and outside the organization. With patented document delivery automation software (Esker DeliveryWare) and hosted document delivery services (FlyDoc), Esker offers a total solution to automate every phase and every type of business information exchange. Customers gain significant and immediate operational efficiencies, cost savings and measurable ROI in as little as three to six months. Founded in 1985, Esker operates globally and has over 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 or www.flydoc.com.

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