

## Esker Brings Healthy Dose of Document Automation To SAP® Solutions for Managing Inbound Sales Order Processing

*Esker DeliveryWare automates document delivery into SAP solution-based system for MEDRAD, a leading provider of medical devices and services*

**Madison, WI and Atlanta, GA – April 24, 2007** – Esker, the leader in document process automation solutions, announced today another customer who has successfully completed an implementation of Esker DeliveryWare for automating inbound sales order processing. MEDRAD, a worldwide provider of medical devices and services to enhance diagnostic and therapeutic imaging procedures, is leveraging Esker DeliveryWare to automate the flow of invoices, purchase orders, and other transactional documents directly into their SAP® applications. Esker's announcement was made today at SAPPHIRE® '07 Atlanta, SAP's international customer conference being held April 22-25, in conjunction with the 2007 ASUG Annual Conference.

Esker DeliveryWare provides a single platform for automating the flow of business transaction documents directly into and out of ERP systems and other enterprise applications, eliminating manual order entry and physical document handling. MEDRAD engaged Esker as part of efforts to save time, reduce costs and improve accuracy, and has already significantly reduced the burden on their internal billings staffs.

MEDRAD faced challenges presented by processes dominated by manual tasks. In all, the team was sending and receiving nearly 6,000 documents each month through a multi-step process for each document. For faxes, the documents were received when an employee receive them via the fax machine and then manually input the data into the SAP solution. Similarly, when a document would be received via email, it would need to be printed and then manually keyed into the SAP solution. Even once an order was put into the system, the process for also sending documents, such as order confirmations, took just as long.

“These manual steps were a tremendous time constraint. Processing orders through Deliveryware is 76% faster than the manual process,” said Green. “In addition to the cost of people time, maintaining the infrastructure for printers and fax machines was also very expensive. So the team looked for IT solutions on the market that would not only make us more efficient, but also not require a revamp of our SAP solution-based environment.”

After an evaluation of the product, MEDRAD selected Esker DeliveryWare for its ease of integration, high scalability and its simple-to-use interface that requires little training of end-user employees. The IT team completed the initial implementation in November 2005. At the start, with Esker's support, MEDRAD had developed two general document delivery rules to capture inbound customer correspondence. After those were well established, the team began building additional rules specific to each customers' documents and have now automated close to 40% of all inbound purchase orders.

(more)

“We’re proud of our over 15 years of experience helping people more successfully leverage their implementations of SAP solutions through better document automation,” noted Mike Wenzel, VP of Americas Sales and Marketing, Esker. “We listen closely to the needs expressed by our customers who are also users of SAP solutions in order to continue to develop new capabilities and fresh approaches to automation that are unsurpassed in the market.”

#### **About MEDRAD**

MEDRAD, INC. is a worldwide leading provider of medical devices and services that enable and enhance imaging procedures of the human body. Used in diagnostic imaging, MEDRAD’s product offerings include a comprehensive line of vascular injection systems, magnetic resonance (MR) surface coils and patient care products, and equipment services. Total 2006 revenues were \$478 million. MEDRAD is a 2003 recipient of the Malcolm Baldrige National Quality Award, the top honor a U.S. company can receive for quality and business excellence. The company’s world headquarters is near Pittsburgh, Pennsylvania, in the United States. MEDRAD is an affiliate of Bayer AG.

#### **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](http://www.esker.com).

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