

Samsung Accelerates Customer Invoicing Process with Esker DeliveryWare

The addition of Esker DeliveryWare allows Samsung France to automate processing and delivery of 250,000 invoices per year from its SAP system

Madison, WI, January 22, 2007 — Samsung Electronics France has chosen Esker, the leader in business document delivery solutions, to automate delivery of 250,000 invoices per year from its SAP system. This project, carried out by Esker Certified Partner, Aegis, gives Samsung Electronics the ability to speed up the customer payment process and enable invoice tracking.

Founded in 1988, Samsung Electronics France is established in the market offering products ranging from digital media, home appliances, mobile phones and monitors. Approximately 200 people contribute to its daily development with sales reaching 1.6 billion euros in 2005.

For a small to medium-sized business looking to meet profitability expectations of a larger multinational company, such as Samsung Electronics, the processing and the delivery of its 250,000 invoices per year constitutes a strategic stake in their operations.

Prior to Esker DeliveryWare, the 250,000 invoices were printed at the corporate headquarters and then sent to an external service for folding, stamping, and handing off to the postal service. These manual processes were causing problems on a regular basis due to paper jams, supplies running out, illegible invoices, invoices delayed or never arriving to their destination, etc.

To eliminate these issues, Samsung France installed Esker DeliveryWare in order to completely automate the invoicing process. Today, Esker DeliveryWare:

- ◆ Automatically captures invoices from SAP;
- ◆ Composes and formats invoices; and
- ◆ Transfers invoices to the Esker on Demand Production Center for color printing, folding, stamping and handing off to the postal service.

Several benefits support improved DSO and invoice tracking

Esker DeliveryWare offers Samsung France:

- **faster delivery of customer invoices** and reduced DSO (Days of Sales Outstanding); once generated in SAP, invoices are sent instantaneously;
- **ensured traceability and routing of invoices**; Esker DeliveryWare offers an interface to follow the status of all sent invoices as well as to take action on invoices flagged as undeliverable; (more)

- **response to different customer needs;** Esker DeliveryWare offers Samsung France multi-channel delivery to send invoices in the format desired by the customer (mail, fax, EDI);
- **management of small and large volumes;** no need to add more infrastructure or resources as the amount of their invoicing increases;
- **productivity gains and savings;** elimination of manual processing and decreased dependency on printing centers for sending invoices; and
- **seamless integration into SAP and automatic formatting of their invoices.**

“Esker DeliveryWare allows us to optimize invoicing processes from end to end and to improve our DSO. We now have total visibility of our invoicing process; we can easily modify formatting as needed; and we have eliminated the need to store letter head paper. And all this has been accomplished without modifying our system or maintenance thanks to the simplicity of the solution installation. Beyond invoice processing, we would like to use Esker DeliveryWare to automate and deliver other business documents from SAP, such as customer reminders or even to manage documents entering SAP,” says A. Thevenelle, Administrative and Finance Director of Samsung Electronics France.

About Samsung

Samsung Electronics Co., Ltd. is a global leader in semiconductor, telecommunication, digital media and digital convergence technologies with 2005 parent company sales of US\$56.7 billion and net income of US\$7.5 billion. Employing approximately 128,000 people in over 120 offices in 57 countries, the company consists of five main business units: Digital Appliance Business, Digital Media Business, LCD Business, Semiconductor Business and Telecommunication Network Business. Recognized as one of the fastest growing global brands, Samsung Electronics is a leading producer of digital TVs, memory chips, mobile phones, and TFT-LCDs. www.samsung.fr

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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