



PRESS RELEASE

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Survey: More Than Half of Enterprise IT Decision Makers to Acquire New Automated Document Delivery Solutions Within 6 Months

- ***97% employ software solutions to reduce amount of paper used in business processes***
- ***69% indicate their lack of an automated document delivery solution for fax delivery 'negatively impacts their organization's competitiveness';***
- ***59% say level of readability/usability of document output from ERP applications is 'challenging'***

MADISON, Wis., Nov. 30, 2004 – Esker (www.esker.com), the leading provider of automated business document delivery solutions and services, today announced the findings of a survey it commissioned Amplitude Research to conduct in November 2004 of 100 IT decision makers at enterprises whose annual revenue ranges from \$50 million to more than \$1 billion. According to the survey results, 97% of enterprises are either officially or unofficially employing software solutions to reduce the amount of paper used in enterprise business processes, with 81% noting that they intend to review or enhance their automated document delivery solutions within the next 18 months, and 51% within 6 months.

The survey commissioned by Esker was conducted from November 8 to November 12, 2004 with large enterprise organizations. According to Amplitude Research CEO Steve Birnkrant, 76% of the respondents had a title of director, department head or higher within the field of Information Technology, with 25% of the respondents acting as a CIO or CTO for their enterprise.

Said Birnkrant, “We found that about 50% of the survey respondents indicate their organization has an official policy to reduce the amount of paper used. This was consistent across all sizes of organizations taking part in this study, regardless of revenue size. We also found that organizations with an official paper reduction policy in place are more likely to use and aggressively promote the use of automated document delivery solutions throughout their enterprise.”

Of the survey respondents, 88% said they send faxes manually to partners or suppliers, with 83% expressing concern about challenges in confirming that faxes to partners or suppliers are read; 43% said they are ‘very concerned.’ “Not all automated document delivery solutions in the marketplace have the capability of automating fax delivery and confirming the right person at the other end has read the document,” said Mitch Baxter, executive vice president at Esker, commenting on the survey findings. “Esker’s solution has this capability, which the survey findings confirm is in demand.”

The survey respondents also expressed a need to review or enhance the readability/integration of documents resulting from existing ERP applications, with 81% noting that they plan to review their existing automated document delivery solution or deploy additional solutions in the next 18 months; 47% said they had plans to review automated document delivery solutions in the next six months.

Esker has two approaches to providing automated document delivery solutions to help enterprises optimize their business processes. One approach is Esker DeliveryWare software. The other approach is Esker On Demand service, which uses the document formatting and rules-based delivery of capabilities of Esker DeliveryWare to send faxes and physical mail without in-house mailroom or fax equipment.

Esker provides DeliveryWare to a wide variety of enterprises in the following industries: financial services, government, healthcare, manufacturing and industry, retail and distribution, technology, telecommunications, transportation, travel/hospitality/leisure, transportation, utilities and energy. Some of the world’s largest companies use Esker on Demand faxing capabilities to fax directly from their enterprise systems; these companies have reduced fax delivery costs by eliminating both manual handling and infrastructure expenses, with initial ROI projected in less than one year.

(For a list of Esker DeliveryWare customers see http://www.esker.com/deliveryware_solutions/customers.asp).

Esker will respond to inquiries from enterprise IT department managers and/or executives who send an email request to esker@kremSpr.com asking for the survey questions and findings of the Amplitude Research Survey. Requests should provide name, professional title, company and contact information.

About Amplitude Research

Based in Bingham Farms, Michigan, Amplitude Research (<http://www.amplituderesearch.com>) is a full-service survey research organization with blue chip clients located throughout the United States and Canada. Amplitude combines its proprietary survey technologies with its experienced professional services to conduct high quality market research, customer satisfaction and educational related surveys. Through its proprietary online panel of over 5,000 IT professionals and business executives (<http://www.panelspeak.com>), Amplitude can deliver high quality feedback on technology related subjects.

About Esker Software

Esker is a recognized leader in helping companies eliminate manual paper processes with Esker DeliveryWare Solutions, software and hosted delivery services automating every phase of document delivery.

Specializing in the automation, capture, formatting, and delivery of output from SAP systems, Esker solutions work with enterprise applications to streamline document flow without custom programming. Customers gain significant operational efficiencies, save time and costs and realize ROI in as little as three to six months.

Founded in 1985, Esker operates globally and has over 25,000 customers and millions of licensed users worldwide. Esker global headquarters are in Lyon, France and U.S. headquarters are in Madison, WI. For more information, visit <http://www.esker.com>.

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