

# Press Release

Lyon, February 17<sup>th</sup>, 2004



*Extending the Reach of Information*

## **Valeo Service, the leading provider of automotive supplies, has optimized sales administration with Esker DeliveryWare**

Lyon, February 17<sup>th</sup>, 2004 – Valeo Service France, the Valeo division responsible for the independent automotive replacement parts resellers, has chosen Esker's document delivery solution, Esker DeliveryWare, to automate order confirmations and optimize its sales administration processes. This recent project brings to eight (5 in Spain and 3 in France) the number of successful Esker DeliveryWare deployments in the Valeo group.

Valeo Service receives between 1,000 and 1,500 orders daily from France and world wide. When entered into Valeo's SAP system, the customer requests result in order confirmations that verify that order processing has started, describe the products ordered, and list any items that will not be dispatched in a delivery.

Valeo Service wanted a solution that allowed it to completely centralize and automate sending order confirmations. To solve this problem, Valeo Service installed Esker DeliveryWare. Using predefined rules, Esker DeliveryWare retrieves documents directly from SAP and distributes them automatically in the appropriate media, either fax or email, without manual handling.

The solution ensures equally intelligent distribution and follow up of order confirmations (sent by fax by default, sent by email, producing a follow up) guaranteeing Valeo Service better reliability and traceability. Other sales administration documents, currently processed manually, will be handled by this solution.

"Thanks to Esker DeliveryWare, many documents previously manually printed and faxed are now sent automatically from our information technology systems. Other savings in terms of consumables, elimination of tedious manual tasks, and time gains have enabled the optimization of our services." François Descubes, Information Technology Director, Valeo Service, France.

Esker DeliveryWare was implemented in 4 days without modifying existing enterprise applications or business processes.

### ***About Valeo Service ([www.valeo.com](http://www.valeo.com))***

Valeo is an independent industrial Group fully focused on the design, production, and sale of components, integrated systems and modules for cars and trucks. Valeo ranks among the world's top automotive suppliers. The Group has 130 plants, 54 R&D centers, nine distribution centers and employs 69,000 people in 25 countries worldwide. Valeo Service is the aftermarket activity of Valeo, that brings together the sales of replacement parts to automakers and to the independent aftermarket, representing 17% of Valeo's sales.

The French division of Valeo Service, for the French territory, offers its clients (specialist distributors and the GMS market) a range of product and services they might need: marketing tools, high performance logistics, catalogues, training, display advice, and diagnostic tools. With 17,000 products, constantly enhanced to improve the breath of sector coverage, is available to its 2,500 customers for the full product range. Its logistics center (9,000 orders fulfilled daily) ensures quality treatment of orders, for express deliveries and also for stock replenishment orders.

The export division of Valeo Service, which shares the same information technology systems, provides the equivalent service adapted to the requirements of its customers in 83 countries.

The two divisions employ 310 people and generated a turnover in 2002 of more than €113M.

### **About Esker**

Esker develops communications software that optimizes the transmission and usage of information, within companies and commercial partners.

Founded in 1985, Esker is traded on Euronext, the French Stock Exchange (Le Nouveau Marché/ISIN: FR0000035818). In 2002, Esker achieved a turnover of €29.7M, with more than half of turnover in the United States.

Esker is active in North America, South America, Europe, and the Asia/Pacific zone. The company employs over 300 staff and has more than two million registered users worldwide. Esker is the most international European software vendor, with over 90% of its turnover resulting from exports.

Esker market offerings are divided into three product lines:

- Esker DeliveryWare Platform (automated delivery of business documents)
- Esker Fax™, Esker Fax for Notes, Esker VSI-FAX® and Esker VSI-FAX for Notes
- Persona® by Esker, SmarTerm® by Esker and Tun®Plus by Esker.

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