ON-DEMAND SOLUTIONS OVERVIEW

Esker on Demand is a pay-as-you-go document process and information exchange service that revolutionises document-based processes and business communications. With cloud-based Esker on Demand solutions, companies can rapidly automate the exchange of critical business documents between customers, business partners, and suppliers with no up-front IT investment. Esker helps organisations eliminate paper and improve business processes by integrating on-demand document automation with applications — for higher efficiency in sales order processing, accounts receivable, accounts payable and purchasing to shorten order-to-cash and procure-to-pay cycles.

Businesses are under constant pressure to conduct business more efficiently, shorten document processes and increase profitability any way they can. By applying a business process optimisation approach, they focus on aligning all aspects of their organisation with the wants and needs of clients as well as promote business effectiveness while striving for innovation, flexibility and integration with technology. By gaining visibility and control over the entire life-cycle of a business transaction businesses gain the full insight into cash-flow and financial commitments.

Esker addresses just this. Esker Document Process Automation solutions speed up the revenue cycle, improves customer satisfaction, and increases profitability. The comprehensive solutions span multiple business processes in the cash conversion cycle (order-to-cash and procure-to-pay), allowing companies to reduce both costs and complex process management within their organisation.

Benefits

- Streamlined business processes
- Improved financial performance
- IT infrastructure simplification and optimisation
- Enhanced customer satisfaction
- Quality assurance
- Regulatory compliance support

Esker on Demand solutions in numbers:

- **10 million+** monthly transmissions
- **3,000+** worldwide customers
- **42,500+** users

Document Process Automation

Sales Order Processing

Esker Sales Order Processing solution automates every phase of sales order processing — from the reception of a customer document to the creation of a corresponding sales order in an ERP system. Capable of handling any type of incoming order format, it makes every order electronic and instantly accessible.

Benefits

- Save manual handling and routing time
- Avoid lost orders
- Respect Service Level Agreements (SLA)
- Manage resources more efficiently

Accounts Receivable

Esker Accounts Receivable automation seamlessly integrates directly with invoicing applications, completely automating the sending and the archiving of customer invoices regardless of the media type (mail or electronic invoicing).

Benefits

- Automate paper and electronic invoice delivery
- Reduce DSO and the cost of sending invoices
- Prevent lost invoices
- Ensure e-invoicing worldwide compliance

Accounts Payable

With Esker Accounts Payable automation, scanned or electronic vendor invoices are entered into an automated workflow for approval upon receipt. Invoices are dispatched to the appropriate business units where authorised personnel receive timely alerts that prompt them to sign off on documents to meet payment deadlines.

Benefits

- Keep track of all received invoices
- Ensure appropriate payment controls take place
- Timely response to payment inquiries
- Immediate document access for dispute resolution

Document Delivery

FlyDoc / Desktop Solution

FlyDoc is an easy-to-use, secure and reliable 100% on-demand fax and mail solution for single or large document volumes. Sending business documents from any desktop application is as easy as sending an email. In just one click, computer files are transformed into postal mail or fax. Effortlessly send and track in real time all postal mail, SMS, emails and faxes.

- **Mail on-demand** provides the ability to physically mail documents without worrying about providers, postal equipment and volume limitations. Documents are printed, folded, stuffed into an envelope and handed off to the postal service the same day they are created, from one of the worldwide Esker mail factories.

- **Fax on-demand** enables the sending and receiving of faxes via email without worrying about fax equipment, providers or volume limitations.

- **Email on-demand** provides highly-calibrated email servers designed for high-volume transmissions to reliably deliver emails from a few hundred to several million messages.

- **SMS on-demand** enables the sending of SMS messages without having a contract with an SMS gateway provider.

Benefits
- No more paper constraints
- Enhanced productivity
- Save up to 90% over manual faxing
- Save up to 45% over manual mailing

Fax and Mail Services for SAP or any ERP

Esker Fax and Mail Services offer the benefits of automatic faxing and mailing as a service **fully integrated into a company's applications** – with no hardware or software investment required. Esker Fax and Mail Services eliminate the hidden costs of relying on a fax server, a mail house or mail room – without compromising application integration.

Benefits
- Fully integrated with SAP
- Pay-as-you-go cost efficiency
- Minimised operating costs

Online Tracking – Web Interface

The **Document Manager** is an easy-to-use, user-friendly web interface, accessible anywhere at any time, which connects users to any on-demand application. All regular document processing needs (validation, archive search and retrieval, document sending and the tracking of sent and received documents) are just a few clicks away, and advanced features such as user management, new information display tabs creation or automatic report setup are easily accessible.

Esker on Demand Infrastructure

Reliable infrastructure

Esker on Demand production facilities were designed for dependable and confidential data processing. Esker guarantees that documents and messages are handled in a secure, confidential and traceable manner. Esker data centres, located in North America, Europe, and Australia, are monitored 24/7 to offer worldwide service and continuous availability.

- **Three data centres** in Australia, France, and the United States equipped with dedicated lines for sending and receiving faxes, and other capabilities; the latter two feature high-availability cluster technology with internal redundancy.

- **Six mail production facilities** in Australia, France, Singapore, Spain, the United Kingdom and the United States equipped with colour digital printers, industrial folding and metering machines.

Monitoring and disaster recovery

Each of Esker's server platforms uses high availability cluster technology offering internal redundancies to counter any possible hardware failure. The platforms in North America and Europe are capable of backing up one another ensuring minimal production interruption and **guaranteeing that documents are transmitted on time.**

The Esker on Demand emergency team is ready to intervene 24x7x365 assuring data security and service continuity.

Multitenant applications

At the heart of the Esker on Demand platform lays a key technical innovation: multitenant architecture.

As opposed to client/server applications, Esker multitenant applications place at the customer's disposal a shared and centrally maintained infrastructure for virtual client deployments.

Esker customers always benefit from the latest infrastructure developments and service features – without any hardware, software or maintenance investment.

Security

World-class secure architecture ensures the security of your documents:

Security systems	
DATA TRANSFER SECURITY	Data transfer by secure protocol (SSL) identical to those used for banking transactions.
MONITORING	- Data centres located in North America, Europe and Australia - 24/7 monitoring ensures operational continuity
PHYSICAL INFRASTRUCTURE	- Secure server bay hosted in data centres - Temperature controlled for humidity and pressure - Electrical infrastructure with back-up generators - Fire prevention measures - Physical access control

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