

TAKING THE PAPER OUT OF SENDING POSTAL MAIL

While most everything today is done electronically, that doesn't stop many companies from wanting their documents sent the old fashioned way – through postal mail. Luckily, there is an alternative to the costs and hassles of running an internal mailroom. Mail as a service modernises mail operations – mailing procedures are quick and easy and by removing manual intervention, documents are processed sooner and with no errors. Fully integrated into SAP® applications, Esker Mail Services brings automation to every phase of mail processing, from submitting a document for mailing to printing, folding, stuffing, stamping and delivery to the postal service.



Key Figures*



- Cut operational costs by 45%
- Delivery to postal service in less than 24 hours
- Time spent sending invoices reduced by 50%
- 100% traceability



- 100% integrated with SAP applications

*Numbers are based on Esker customer results

Cost-Effective and Flexible Alternative to Mailrooms and Mail Houses

Internal mailrooms represent fixed assets that do not bring value to a company and often saddle them with intensive manual processes such as printing and folding. Expenses for equipment leasing and purchase, maintenance, supplies, and labour increase year after year. External mail houses typically require companies to produce mail in large batches in order to be cost-effective, which limits their visibility. Flexibility is also an issue with mail houses, as they may not be able to respond to urgent demands due to the need to plan project schedules and recalibrate machines.

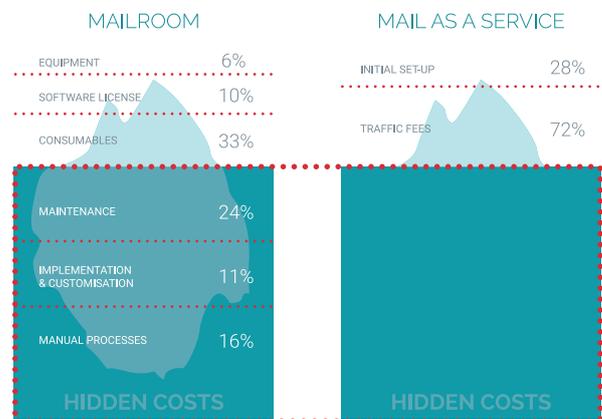
Based on a simple pay-per-use pricing model, Esker Mail Services eliminates the hidden costs of relying on an internal mailroom and unlike conventional mail houses, Esker does not require batches and can even process individual pieces of mail.

The Solution

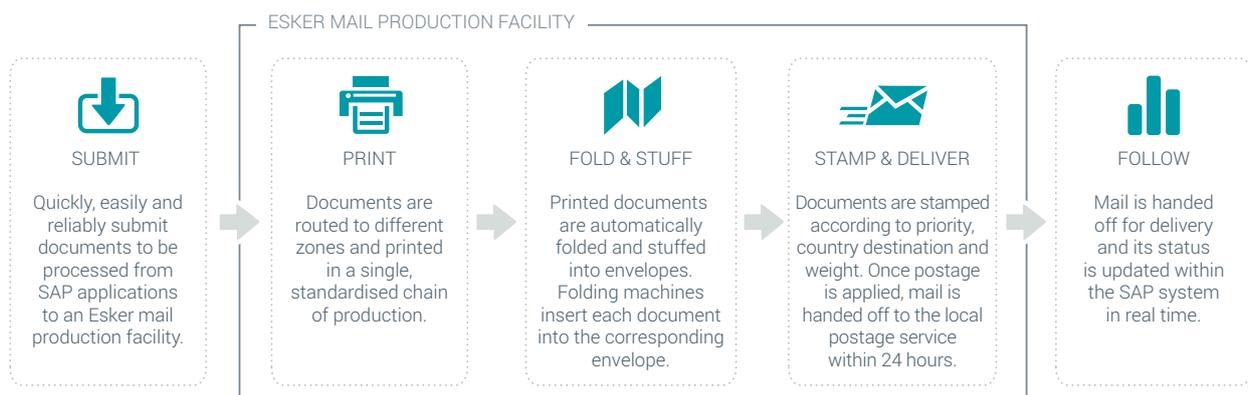
Esker Mail Services allows organisations to mail business documents (e.g., invoices, reminder letters, correspondence, marketing communications, etc.) directly from SAP applications for worldwide delivery to postal services in less than 24 hours. Without hardware or software, mail is processed and handed off to the postal service nearest to the recipient from any of Esker's global mail facilities, making traditional business mail completely electronic for the sender, from start to finish.

Available features include:

- Document splitting
- File conversion
- Mail grouping
- Simple formatting (addition of logo or overlay)
- Advanced formatting (Crystal Reports)



How Does It Work?



Benefits of Real-Time Mailing

- Mail documents directly from SAP applications within 24 hours of being created
- Reduce Days Sales Outstanding (DSO) through real-time invoice processing
- Send one or several thousand documents
- Real-time status availability in the SAP system
- Track mail jobs with document-level feedback
- Eliminate errors related to manual handling
- Minimised and predictable time, labour and operational expenses
- Pay for what you use
- Economies of scale due to a single standardised chain of production

Secured Archiving

Sent documents can be archived for up to 11 years in a secure and dedicated infrastructure and made accessible online 24/7 on a web portal to any authorised personnel.

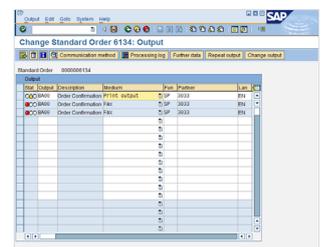
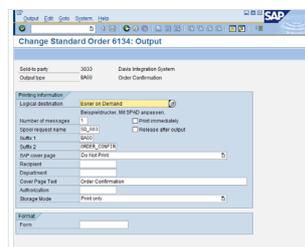
Document Traceability

Each document processed is tracked with a unique identifier (included in a bar code on each page). These bar codes provide traceability and make sure that the right document and the correct number of pages are processed and delivered to the appropriate parties. At any point in the process, detailed status of each individual piece of mail is available and fed into the SAP application.

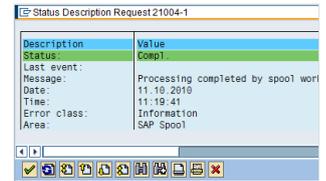
Seamless Document Submission and Full Integration with SAP Applications

With no new software to learn or complicated uploads, documents can be sent either via a virtual printer, from SAP applications, or from an on-premises Esker solution through an authenticated, encrypted and secured connection. Esker Mail Services uses certified integration for the SAP BC-XOM interface.

Mail jobs are directly submitted from SAP applications (manually or automatically using Output Determination) and securely transferred to an Esker production facility. Any file coming out of the SAP system (TXT, PCL, PostScript, PDF, XSF, RDI, etc.) can be accepted and processed.



Real-time status of mail jobs is visible in the Output Controller transaction (SP01).



The Esker Network

To ensure efficient and secure handling of business documents, Esker Mail Services relies on the worldwide network of seven Esker production facilities.

- Mail is transmitted to Esker production facilities via secured protocol (SSL).
- Backup and monitoring between Esker production facility data centres ensures 24/7 availability.
- Esker production facilities are all equipped with colour digital printers, industrial folding and metering machines.



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