

Mail Services: next-day worldwide delivery

Esker Mail Services processes millions of pieces of mail each month for organisations around the world, making traditional business mail completely electronic for the sender. With this on-demand service, mail is securely submitted to the worldwide network of Esker production facilities, where documents are processed and put into the postal stream in less than 24 hours. Strategically located facilities enable customers to benefit from least cost routing via the facility nearest to the recipient. Esker Mail Services helps businesses reduce Days Sales Outstanding (DSO), speed up the revenue cycle, improve customer satisfaction, and increase profitability.

Real-time mailing: a unique concept



Based on a unique concept of real-time processing, Esker Mail Services sends documents from business or desktop applications within 24 hours of being generated resulting in recipients receiving them sooner. Esker production facilities route documents using a completely automated process, eliminating manual labour and subsequent human errors. This automation process allows Esker to keep costs low, guarantee reliability, and decrease delivery time.

Worldwide network of production facilities

Esker's worldwide network of production facilities enables customers to benefit from local postage rates and a significant reduction in mail delivery time.



Built to ensure dependable and confidential data processing as well as real-time mailing, the seven Esker production facilities are located in France, Belgium, Spain, the United Kingdom, the United States, Australia and Singapore. Documents submitted to the Esker on Demand platform are printed, stuffed into envelopes, and handed off to the postal service in record time. As Esker production facilities process both single and batch volumes, there is no need to wait to process documents in batches. Esker is capable of processing mail when and where you need it.

Significant cost benefits

Esker Mail Services enables companies to gain time and money by delivering substantial savings: up to 50% savings in postage costs and up to 98% savings in mail production costs. In addition to reduced DSO, least cost routing, local postal rates, and the ability to group mail for the same recipient in a single envelope, deliver cost saving measures.

Esker Mail Services eliminates the hidden costs of mail houses and mailrooms (set-up fee, implementation and customisation, maintenance, and manual processes) without compromising application integration, offering a true competitive alternative.

Documents sent from any desktop or business application

Integrating Esker Mail Services allows users to experience the benefits of fully transparent document outsourcing directly from the applications they use on a daily basis. Mail is sent easily and quickly without consumables, postal equipment or volume limitations. Documents are handed off to the postal service within 24 hours of being created, from one of the worldwide Esker production facilities.



Automate mail from SAP (or any ERP) applications

Esker Mail Services is fully integrated into a company's business applications – with no hardware or software investment required. Esker Mail Services for SAP integrates seamlessly with SAP applications using standard SAP communication protocols.



Mail documents in just one click

Using the Esker virtual printer, connected transparently to any Windows application, business documents are sent via postal mail in just one click.

Guaranteed traceability

Each document is tracked with a unique identifier. A bar code is added to each page to ensure traceability and real-time status. At any point in the process, online access to status details of each individual piece of mail is available: printed, folded, handed off to the postal service, etc.

Quality production and reliable partners

At each Esker production facility, mail and envelope size are adapted to meet local country requirements. Address block envelope positioning is also country specific (right side vs. left side).

Country	Paper	Envelope
FRANCE	A4	DL, C4
SPAIN	A4	DL, C4
UNITED KINGDOM	A4	C5, C4
BELGIUM	A4	US Letter, C5, C4
UNITED STATES	Letter	#10, 6"x9", 9"x12"
AUSTRALIA	A4	DL, C4
SINGAPORE	A4	DL, C5, C4

Esker's expertise in mailroom services guarantees that documents are processed using the latest technology from industry leading partners (Pitney Bowes, Xerox Corporation, and others) and delivered to destinations around the world by principal postal service partners:



Reduced paper impact

Esker solutions enable companies to reduce their impact on the environment by automating document processes. Not only is productivity improved, but quitting paper also helps protect the environment and conserve the planet's natural resources.

Customer Testimony

Esker is reactive on a daily basis and we are very pleased with our collaboration. Today our invoicing process works perfectly and we are very confident in the future.

Emmanuel de Monferno ■ IT Manager ■ Arkadin



27 Arkadin subsidiaries (in Europe, North America, Asia Pacific and Africa) use Esker Mail Services to send over 23,000 monthly invoices amounting to over 113,000 pages.

Security ensured by robust architecture

The Esker production facilities were designed for dependable and confidential data processing, and are monitored 24/7, offering worldwide service and continuous availability. Documents and messages are handled in a secure and traceable manner.

- Data transfer by secure protocol (SSL) identical to those used for banking transactions
- 24/7 monitoring ensures operational continuity
- Secure server bay hosted in data centres
- Electrical infrastructure with back-up generators
- Fire prevention measures
- SSAE 16 and ISAE 3402 certified

Each Esker server platform uses high-availability cluster technology offering internal redundancies to counter any possible hardware failure. The platforms in the United States and Europe are capable of backing up one another, guaranteeing that documents are transmitted on time.

The Esker on Demand infrastructure currently processes well over 10 million transmissions each month. To enable growth, scalable technology, which allows for increased processing capacity without impacting current production, was selected. The scalable architecture enables Esker to meet contractual commitments on all delivery requirements.

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