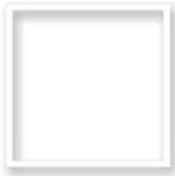**Intelligent Document Delivery:**
The Ins and Outs of Business
Process ROI with ERP Systems

Invoicing, Sales Order Processing,
Purchasing, and Cash Collection

Esker®
SOFTWARE

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Executive Summary

Many of today's most profitable businesses run packaged enterprise resource planning (ERP) solutions from SAP®, Oracle®, PeopleSoft®, JD Edwards®, Baan® or other vendors. Considering the significant investment in ERP systems, along with the increasingly demanding and competitive business environment, organizations need to achieve return on the investment.

ERP solutions take businesses a long way toward standardizing — bringing together interrelated business processes under a standard architecture that helps the enterprise become more efficient, productive and agile in response to changing business conditions. Within the enterprise, ERP solutions do an excellent job of automating and integrating many aspects of business processes.

What complicates matters is the simple fact that business processes require information to be delivered into and out of ERP systems, which are not as good at universal communication between an organization and its customers and suppliers. Business processes extend beyond the enterprise, but the automation and integration often does not.

Manual processing and delivery of business documents, with all its obvious disadvantages, is a part of the enterprise unchanged by implementation of ERP solutions. Friction is still present within key business processes, and it costs time and money.

Return on ERP investments will not be fully achieved by a business until its invoices, purchase orders, reminders and other documents can be delivered directly from the system, and incoming documents (such as sales orders) enter the ERP system and automatically flow through the enterprise. Because they are such a vital part of business processes, these documents will ultimately determine the investment return on ERP solutions.

Even some of the largest companies running ERP solutions maintain manual document delivery methods, for a variety of reasons. "Built-in" document delivery capabilities are limited in ERP systems, and the cost and complexity of automating document delivery at the application level — with support for a full range of file formats and transports — makes it impractical. Yet, the increasing demand for information to satisfy the needs of customers and suppliers makes it a business necessity.

In addition, it is not always possible to dictate how customers and suppliers send and receive information. Varying sizes, cultures, requirements, expectations and established processes of trading partners all figure into the mix. Accommodating all partners requires customization, which generally means added expense. The goal is to meet these varying needs while controlling costs.

Businesses that remain mired in sub-optimal document delivery methods are limited in their ability to achieve objectives such as reducing Days Sales Outstanding (a measure of the average time to collect receivables), shortening transaction cycles, improving overall operating efficiency, cutting overall business communication costs and increasing profitability. As illustrated by the following diagram, ERP solutions condense business processes so they become more efficient, which translates to improved profitability. But for many organizations, manual document delivery remains after ERP implementation. Addressing this situation further condenses business processes, yielding significant additional value that is directly attributable to putting automated document delivery into the system.

Business Processes:
Procurement, Shipping, Invoicing/Collections...
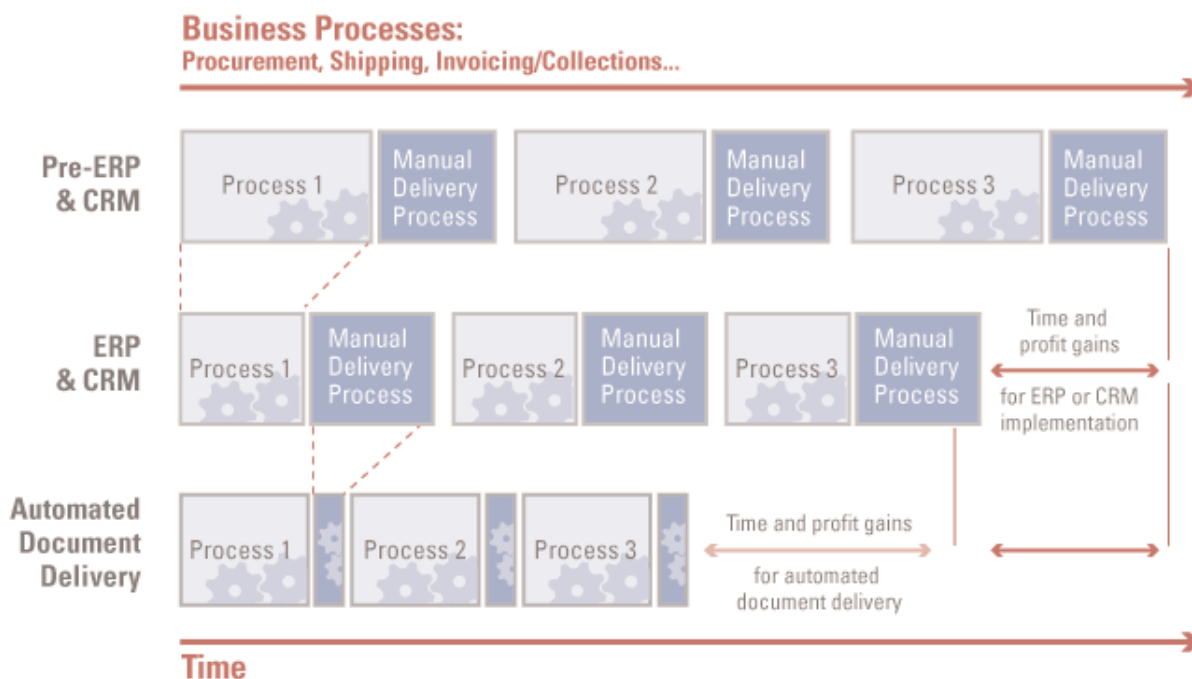
As the need to exchange business information with customers and suppliers through multiple media increases, organizations are recognizing that the most practical way to automate information exchange for all business processes and all business partners is through a single, centrally managed information exchange platform that requires no custom programming to implement.

Intelligent document delivery technology, which recognizes and processes document content, makes this possible — and feasible — by automating document delivery based on business rules and user preferences through logic residing outside the system. So, applications require no modifications. This solution extends the ERP standardization model to the exchange of information that supports business processes, eliminating the cost and inefficiency of manual document delivery.

Communicating with all customers and suppliers through the most appropriate media translates into better service and stronger business relationships. By increasing the speed and accuracy of business information exchange through document automation, organizations can shorten procurement time for raw materials, fulfill orders for finished goods more rapidly, reduce data entry errors and collect cash earlier when invoices and sales documents are received sooner.

The solution comes in the form of an intelligent document delivery platform that automates and centralizes capture, formatting, conversion, routing and storage of information flowing into, through and out of the enterprise. This platform enables businesses to:

- **Capture the necessary information** from documents

- **Integrate the information** into the ERP system

- **Distribute documents** to the right places in the right ways

- **Provide ready access to documents** and document content

The intelligent document delivery platform supports communication and connection architectures, enabling delivery of documents directly into and out of the ERP system. To the system, the intelligent document delivery platform looks like a print destination, making integration simple. When input or output reaches the platform, business rules determine disposition based on content and corresponding preferences for transformation and delivery of the document. Users can manage documents through standard desktop interfaces.

This white paper describes the value of Esker DeliveryWare Platform as a comprehensive and practical way to achieve full ROI by automating the delivery of documents directly to and from the ERP system within key business processes: invoicing, sales order processing, purchasing and cash collection.

Redefining Delivery

As it relates to documents in business processes, the definition of delivery has evolved with advancements in automation technology. You may not think of using a delivery tool for data capture, workflow and archiving, for example. But document delivery defined in terms of the intelligent platform goes beyond physical mail or courier distribution, and is not limited to point-to-point sending of faxes and email. It is an end-to-end common denominator connecting all aspects of business processes that rely on the exchange of documents, and every phase of the document lifecycle.

The transcending definition of delivery encompasses:

- **Document content** entering the enterprise

- **Document flow** through the enterprise

- **Document distribution** to customers and suppliers

- **Document archiving**, storage and retrieval

Intelligent document delivery for ERP has three essential characteristics, including:

1. **Unlimited flexibility** in both what information can be delivered and how it can be delivered

2. **Non-intrusive integration** into the ERP system with a seamless interface and external residence

3. **Fast implementation** without the need for custom programming

The goal of intelligent document delivery is to improve business process efficiency through information exchange with ERP systems, which have the ability to interact with technologies such as XML (Extensible Markup Language). Intelligent document delivery achieves this communication by enabling ERP systems to use data contained in the documents — both electronic and paper — that drive business processes. Information becomes transparently available, whether it is in data form or document form.

Introduction to Esker DeliveryWare

Esker DeliveryWare satisfies the three key criteria to simplify processes of communicating in and out of ERP solutions with customers and suppliers. Using patented rules-based automation technology, Esker DeliveryWare integrates seamlessly to provide full document delivery capability — including status notification returned to the system. Esker DeliveryWare automates every phase and every type of document delivery, from data capture to document formatting and distribution.

With Esker DeliveryWare, customers can overcome constraints on document content and format, email and attachment handling, and document merges and revisions — particularly when dealing with raw data formats. Esker DeliveryWare recognizes and processes any document format, which reduces form development time. And Esker DeliveryWare allows the use of any common document transport to meet the varying expectations and requirements of trading partners.

Minimizing the risk of system and data corruption, Esker DeliveryWare resides on a server, connects as an independent device, and requires no custom programming. In addition to facilitating quick implementation, its external residence allows for higher server performance and scalability to support system upgrades.

Results with Esker DeliveryWare include reduced IT complexity, shorter cash collection cycles, more timely ordering and receipt of goods, improved quality assurance due to less manual data entry, and lower overall business communication costs. Customers worldwide have achieved rapid efficiency gains for improved ROI and immediate additional value from their ERP implementations with Esker DeliveryWare.

As an intelligent document delivery platform integrated with applications, Esker DeliveryWare functionality encompasses:

- **Output management** for a full range of document transports

- **Web publishing** to support Web services and Web-based applications

- **Esker on Demand** hosted postal mail and fax services to offload document volume

- **Workflow capabilities** for validation and approval of inbound documents

- **Archiving** for native document storage and retrieval

- **Form processing features**, including powerful formatting tools

- **XML transports** for efficient communication between applications

- **Data capture capabilities**, including image recognition

- **Digital signature** and encryption mechanisms to secure document transmissions and safeguard enterprise content

- **Proof of delivery capabilities** to verify that documents have been received and opened

Esker DeliveryWare also allows incremental automation of business processes as time and needs dictate. In fact, many organizations initially implement Esker DeliveryWare to address one specific process; then begin tapping into its full potential as a solutions development platform that can be applied to any number of existing and future process automation initiatives.

Esker DeliveryWare offers organizations significant financial advantages with the ability to:

- **Eliminate the high cost and wasted time** associated with manual delivery of documents into and out of systems

- **Achieve higher return on investment** in solutions

- **Shorten transaction cycles**, reduce days sales outstanding, and improve cash flow

- **Boost productivity** by freeing staff for more valuable activities

- **Improve response time**, enhance communication, and strengthen loyalty among customers and business partners

- **Achieve lower operating costs** to improve profitability and competitiveness

- **Generate high-usability**, presentation-quality documents to support corporate identity

- **Eliminate expensive customization** and programming efforts

By automating the delivery of documents previously tied to manual distribution methods, businesses reduce the cost of communicating with customers and suppliers. The savings translate directly to increased efficiency for improved profitability and return on the ERP investment.
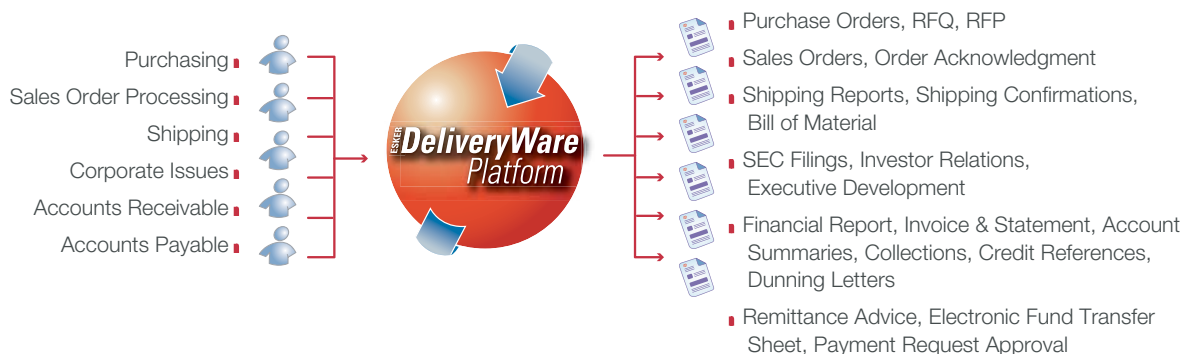
In addition, the capability to make document transport specific to the receiver translates into better service and stronger business relationships. Esker DeliveryWare transforms enterprise application output into new electronic formats — HTML, XML, PDF, TIFF, and text — and delivers them via Web, email, fax, EDI, print, wireless message, archive, or hosted/outsourced delivery services.

Business Process Solutions

Business processes run on input to and output from ERP solutions. Each step in a process involving a manual touch point causes friction that costs time and money. Esker DeliveryWare reduces this friction, helping companies maximize profits by automating and streamlining document-intensive business processes from beginning to end.

Research by a leading IT analyst has found that companies with the fastest-growing profits in their industry sectors are addressing document processes and achieving real benefits. Businesses with effective document processes are more likely to be leaders in profit growth, and more responsive to changing market conditions. As a result, the recommendation is for organizations to examine key business processes for opportunities to achieve ROI.

CONNECTING PEOPLE, DOCUMENTS AND PROCESSES

Purchasing
Sales Order Processing
Shipping
Corporate Issues
Accounts Receivable
Accounts Payable

DeliveryWare Platform

- Purchase Orders, RFQ, RFP
- Sales Orders, Order Acknowledgment
- Shipping Reports, Shipping Confirmations, Bill of Material
- SEC Filings, Investor Relations, Executive Development
- Financial Report, Invoice & Statement, Account Summaries, Collections, Credit References, Dunning Letters
- Remittance Advice, Electronic Fund Transfer Sheet, Payment Request Approval

E-Invoicing

According to industry estimates, the cost of mailing an invoice can be as much as $15 USD or more. Even with state-of-the-art ERP software, the best efforts of accounting departments are limited by inefficient manual fax or mail delivery of invoices.

IT analyst research has found that the average U.S. company can save millions of dollars annually by sending invoices electronically. The percentage of electronically delivered business-to-business invoices is rapidly increasing because businesses want to reduce costs, improve customer service and enhance solution ROI; customers want to move money faster and reduce accounts-payable overhead; and the investment needed to achieve savings is relatively low.

E-invoicing with Esker DeliveryWare solution simplifies billing operations and resource management at minimal cost, helping businesses eliminate manual handling and reduce Days Sales Outstanding (DSO). Users simply "print" to a business rule to send an email with a PDF invoice attached, and gain instant access to invoices online for viewing and resending. Businesses maintain visibility over the entire invoicing process using integrated monitoring and tracking tools. This solution effectively removes direct paper invoice and manual handling costs, helping businesses improve financial metrics and gain control over the process by automating workflow.

Invoicing process cost comparison

PAPER-BASED INVOICES		E-INVOICING	
Preparation Time	3.9 minutes	Preparation Time	10 s.
Delivery Time	1-2 days	Delivery Time	Instant
Cost	$1.6	Cost	$0

Intelligent e-invoicing benefits

- **Less average time to collect payment**, less outstanding debt

- **Errors and returns reduced** by as much as 90%

- **Lower billing costs** and higher productivity as a resulting of reducing paper invoice handling

- **Increased process control** with automated invoice approval

- **Improved service** to customers

- **Increased competitiveness** as other companies adopt e-invoicing

Intelligent e-invoicing process example

Invoice Preparation from Enterprise Software Application

Automated Archiving

ERP

Esker **DeliveryWare** *Platform*

Email

- Certified email
- Email text
- Invoice in PDF format

Customer

Sender recognized and security certificate attached

Electronic Signature
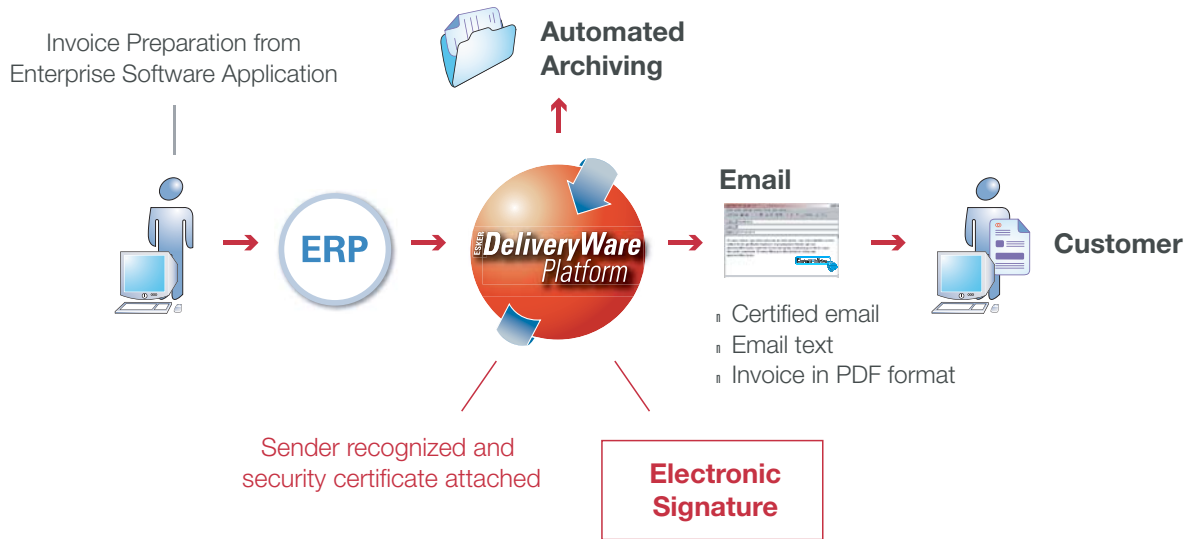
Case Study

A leading maker of digital circuits sends 100,000 invoices annually to customers around the world. These invoices are printed and sent each day. Prior to Esker DeliveryWare, the company used old green bar forms and sent the invoices via FedEx worldwide. Invoices to Asia were manually batched, and invoices for Europe had to be manually archived for Valued Added Tax (VAT) audits. Total annual cost of the process was estimated to be $98,000 per year; the company quickly recognized the need to route European, Asian and U.S. invoices in daily batches according to the distributor, and either send a single email with multiple secure PDF attachments, or send all the invoices as one secure PDF attachment.

Today with Esker DeliveryWare, the company has shortened its invoicing cycle while gaining automated archiving for storage and retrieval — complete with an audit trail. Invoices go directly from the ERP system via print spool to Esker DeliveryWare, which applies formatting specific to U.S., European or Asian invoices. Asia invoices are batched, converted to a PDF and submitted to a secure Web site. Then a notification email is sent to the receiving customer with a link to the batched invoices. Europe invoices are converted to PDFs that are emailed (as attachments or with a secure Web link) and electronically archived for searching and retrieval. This ability to merge 100 PDFs into a single PDF and route the document was a key factor in the company's decision to implement Esker DeliveryWare. Initial annual savings totaled $68,000 with ROI in three months.

Sales Order Processing

Sales order processing time can be dramatically shortened with Esker DeliveryWare. By reducing or even eliminating up-front data entry, customer service and cash collection improve as a result of real-time response to inquiries, fewer processing errors and incorrect shipments, and faster delivery of orders. Businesses gain the benefits of full order confirmation and processing notification capability, easy extraction of rich order data directly into the system and immediate access to inbound sales orders without custom programming or workstation software deployment.

Typical paper-based sales order fulfillment can be a tedious process with many steps. A customer places a sales order, which is manually verified and entered into the system (creating the potential for errors). A hard copy of the sales order is filed by hand, both chronologically and in the sales order archive, and another copy is manually printed and sent to the sales department. Then an order confirmation is printed and manually faxed to the customer, and multiple copies of a delivery bill are printed for the accounting and production departments, and for manual archiving in the sales order archive and the chronological archive. A packing slip is manually printed for inclusion with the goods that are sent to the customer, and an invoice is also manually printed, folded, stuffed into an envelope, metered and mailed to the customer. Copies of the invoice are sent to the sales department and manually stored in the document archive.

Intelligently automated order fulfillment is faster and significantly more accurate than the manual, paper-based alternative. Sales orders are captured by Esker DeliveryWare using image recognition, validated through a Web interface, and automatically entered into the system. Esker DeliveryWare sends a fax confirmation to the customer. A sales order is automatically archived, and a delivery bill is automatically sent to both the shipping and accounting departments. A packing slip is automatically printed for inclusion with the goods, and an invoice is automatically generated and sent electronically or mailed through an outsourced Esker on Demand facility. Copies of the sales order and the invoice are automatically sent by email to the sales department, and are automatically stored.

Sales order process cost comparison

MANUAL PROCESS

| Time | 17 minutes |
| Cost | $6.00 |

AUTOMATED PROCESS

| Time | 1 minute |
| Cost | $0.70 |

Intelligent sales order processing benefits

- **Fewer order processing errors** and delays caused by manual data entry

- **Elimination of expensive** and slow manual data entry processes

- **Less time** to cash payment

- **Process cost reductions** leading to improved profitability

- **Increased customer satisfaction** resulting from fast, accurate order fulfillment

- **Lower labor costs** of order entry: $5–$15 per order before and $1–$3 per order after

- **Ready access to information** — orders can be stored and made searchable on indices such as order number, date, and customer number

Intelligent sales order processing example

Automated Order Processing Notifications

Case Study

A leading manufacturer of respiratory monitoring devices had customer service representatives (CSRs) manually organizing sales orders, delivering them and keying them in. CSRs walked to a fax machine and picked up as many as 700 incoming faxed sales orders a day, then entered data manually. Labor to perform this task was costing them approximately $100,000 per year. Paper, toner, and leases on fax machines were costing them $38,000 per year. This time-consuming process was slow and cumbersome. Orders were piling up, waiting to be gathered, collated and handed off to available CSRs.

The company implemented Esker DeliveryWare to automate inbound orders into the ERP system by using image recognition to process the TIFF image from the fax, putting it through an approval process, and then converting it to EDI for processing into the system. CSRs are eliminated from the process, resulting in total savings of $134,000 per year and ROI in less than six months.

Purchasing

The purchasing department generates added value and profitability for the entire organization by communicating with suppliers to procure high-quality goods and services at the lowest cost and at the right time. This value is restricted by archaic and inefficient working methods involving paper documents and time-consuming tasks. Businesses improve purchasing by outlining each step in the process, identifying document-dependent manual touch points, prioritizing based on cost/return, and automating the top priorities first.

A typical manual purchasing process requires handling of multiple documents, such as requisition orders, purchase orders and confirmations, all of which are copied, distributed and filed by various internal and external groups involved in the process. A purchasing department is typically in contact with the accounting/finance department, production planning department or other groups that require goods or services, external suppliers, and warehousing.

Each purchasing document must be printed, retrieved from the printer, faxed, sometimes sent via postal mail, photocopied (perhaps several times) and filed. The process is duplicated with each supplier's purchase order.

Departments requiring goods or services use applications to create and print a purchase requisition. A purchase validation request is created and manually printed and distributed. The purchase details are confirmed by hand with a stamp or other manual means. The purchasing department creates a purchase order, which is printed and manually faxed to the supplier. A copy of the purchase order is printed and sent to the warehouse to ensure that it is ready to receive the goods and confirm correct delivery. Additional copies are manually printed for the accounting department and the paper-based archive. Suppliers fax order confirmations to the purchasing department, which manually collects and files the documents and manually sends confirmation emails to the departments requiring the goods or services.

The intelligently automated purchasing process includes the same basic steps. This is important to note because Esker DeliveryWare does not disrupt established procedures; it simply automates them. The department requiring goods or services creates a purchase requisition in the system. A purchase validation request is automatically created and emailed by Esker DeliveryWare to confirm purchase details and approval. The purchasing department creates a purchase order, which sends an automated fax to the supplier. A copy of the purchase order is automatically emailed to the warehouse to ensure that it is ready to receive the goods and confirm correct delivery. An automated email is also sent to the accounting department. The supplier faxes an order confirmation to the purchasing department, which is automatically received and archived, and an automated confirmation email is sent to the department requiring the goods or services. Each step is handled electronically, with no manual touch points.

Purchasing process cost comparison

MANUAL PROCESS		AUTOMATED PROCESS	
Time	20 minutes	Time	1 minute
Cost	$5.30	Cost	$0.20

Intelligent purchasing benefits

- **Faster procurement** — materials and goods received days earlier versus postal mail

- **Faster fulfillment** of customer orders

- **Simpler** processes and fewer errors

- **More efficient** inventory control

- **Improved responsiveness** and customer satisfaction

- **Improved relations** with suppliers

- **Lower administrative costs**, less time to cash payment, improved bottom line

Intelligent purchasing example
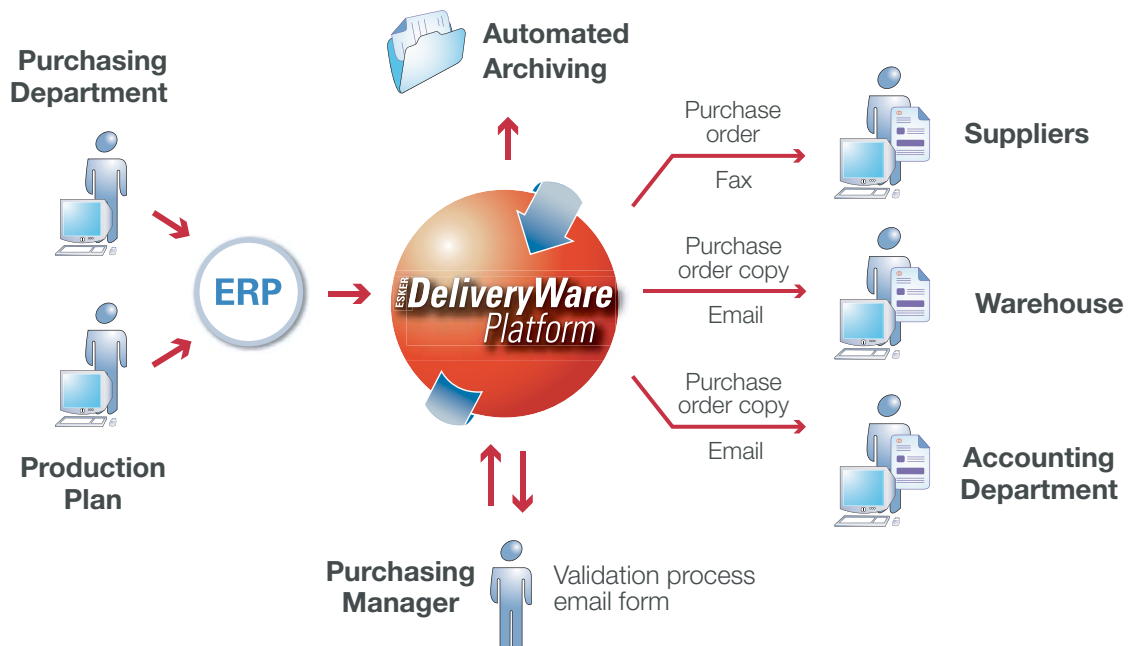
Case Study

A leading healthcare products manufacturer implemented the Esker DeliveryWare solution to deliver documents throughout its worldwide supply chain. The company saw payback in less than six months, achieved significant productivity gains and improved communication with suppliers and customers. To supply its facilities in the United States and Europe, the company buys materials from suppliers on both continents and sells its products through a network of distributors and retailers in more than 90 countries. Before implementing Esker DeliveryWare, the company delivered its transaction documents via manual fax — paper-intensive, labor-intensive and costly.

According to the company's estimates, the total cost of manually faxing a purchase order was $1.25. Delivering these same documents via automated fax, the company has reduced this cost to $.25 — saving $1.00 on each purchase order. With an annual volume of 250,000 procurement/fulfillment documents, they are saving $250,000 per year. In addition, the company has been able to reassign more than one full-time employee and avoid any increase in administrator or programmer workloads. Equally valuable, the manufacturer is now able to communicate with its supply chain more rapidly and responsively.

Cash Collection

Each of the three processes outlined above lead to cash collection. Companies purchase goods and services to fulfill orders, and they want their money. Customers do not pay until they receive acknowledgements of and invoices for their orders. Inefficient cash collection directly impacts profitability by creating debt and restricting cash flow, resulting in high DSO. When cash collection is driven by paper statements, reminders, notices and other documents, recovery of unpaid invoices is often a costly manual process that takes too much time.

Automating the process with Esker DeliveryWare reduces DSO, yielding significant savings in terms of additional cash available and cost-of-cash savings. For example, a company with $1,000,000,000 in annual revenues can generate $4,000,000 in additional cash for each day it reduces DSO. That same company can reduce its cost of cash by $200,000 per day of DSO reduction, based on a 5% interest rate. Average DSO can be reduced by seven days, which means $28,000,000 extra cash in the bank with a $1,400,000 cost savings.

In a typical enterprise, the cash process is usually a complex, multi-step process involving communication between the accounts receivable department, the sales department and customers through a variety of transaction documents such as invoices, statements, dunning letters, reminders and notices. Each document must be printed, retrieved from the printer, faxed or mailed, photocopied (perhaps several times) and filed.

After a customer places a sales order, which is verified and manually entered into the system, a copy of the sales order is manually filed and the cash collection process is initiated to ensure payment. An invoice is manually printed and mailed to the customer, typically with 30 days net payment terms. An invoice copy is manually printed and chronologically archived.

A number of days after the due date, a first reminder is manually printed and mailed to the customer. A copy of the first reminder is manually printed and chronologically archived. If delinquency continues, a second reminder is manually printed and mailed to the customer a number of days after the first reminder (typically 15 days, plus or minus seven days). A copy of the second reminder is also manually printed and chronologically archived. At this point, a phone call may be made to the customer, who might request a copy of the invoice, which means manually printing and faxing the document yet again. Ultimately, a final notice is manually printed, mailed and filed. One final copy of the invoice is then printed to inform the appropriate sales representative of non-payment.

Intelligently automated cash collection with Esker DeliveryWare has a much shorter time span than the typical manual process. By eliminating manual printing, sending, and filing of documents, the process is shortened and all correspondence is delivered at the appropriate time.

An invoice is automatically emailed to the customer and sent to the appropriate sales representative via any method, including populating a database or printing a hard copy. After the due date, Esker DeliveryWare extracts the appropriate information from the invoice to generate reminder notifications, such as customer name, fax number, and product details. Reminders are formatted, automatically emailed or faxed to the customer and stored in the Esker DeliveryWare archiving database and can be emailed to the appropriate sales representative. When a customer requests a copy of the invoice, it can be automatically faxed. If payment is not received, a final notice is automatically sent by postal mail through the hosted Esker on Demand delivery service.

Cash collection process cost comparison

MANUAL PROCESS		AUTOMATED PROCESS	
Time	43 minutes	Time	1 minute
Cost	$17.00	Cost	$8.30

Intelligent cash collection benefits

- **Faster**, less expensive cash collection cycle

- **Lower DSO** (Days Sales Outstanding)

- **More cash** available

- **Lower cost** of cash

- **Higher productivity** with fewer manual tasks in accounts receivable

- **Rapid return** on investment with immediate impact on the bottom line

- **Improved customer relations** through timely, personalized communication

Intelligent cash collection example
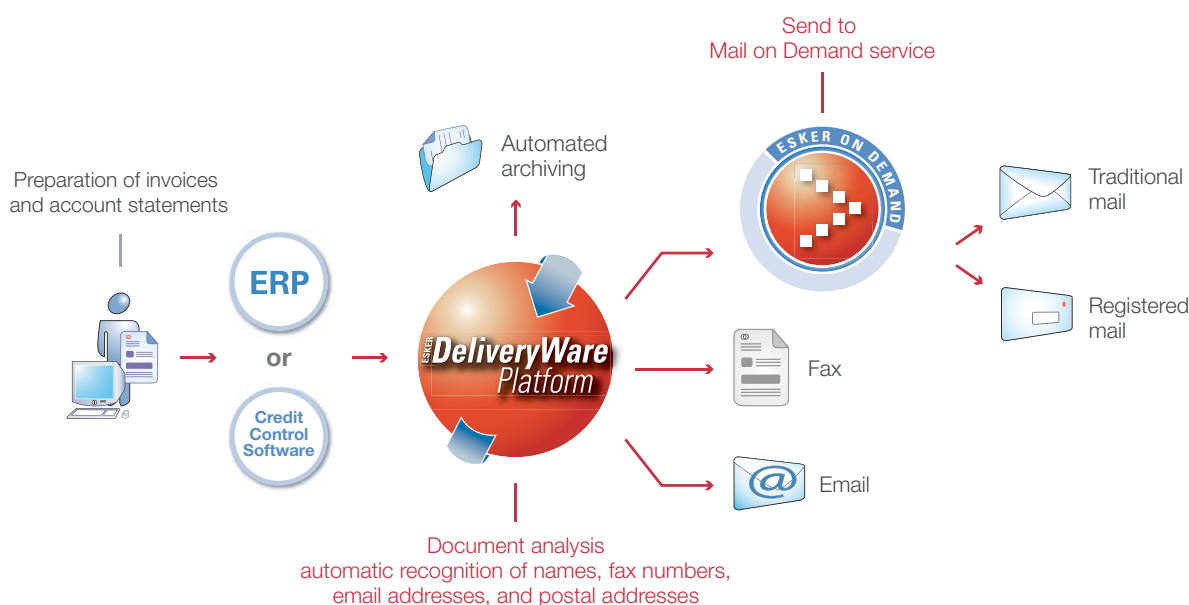
Case Study

Days Sales Outstanding had become an issue for a leading manufacturer of veterinary medical devices. Their accounts receivable collection department needed the ability to fax past due invoices and dunning letters on demand rather than batch printing and mailing on a monthly basis. To address the situation, the company implemented Esker DeliveryWare as part of their collection solution for 6,000 active customers and 3–4,000 dunning letters per month.

The accounting department also automated the resending of 50–100 invoices a day by fax. Prior to Esker DeliveryWare they were spending hours printing and manually faxing the invoices. They are also routing incoming faxes to employee desktops via Microsoft Exchange. The implementation also includes inbound fax integration with their document management system, a roll-out of fax capability to additional departments within the company, including sales order confirmations, shipping notifications, delivery confirmations, quotes and purchase orders.

Conclusion

Organizations using ERP solutions have made a major investment in standardizing business processes. Because documents play such a vital role in achieving return on the investment, businesses will only achieve full ROI when document processes are automated. Despite the revolutionary impact of ERP solutions on business processes, many essential documents — invoices, sales orders, purchase orders, dunning letters and others — remain bound to manual delivery. Significant cost and time savings, as well as increased customer satisfaction, can be directly attributed to automating delivery (which encompasses both input and output) of these documents through a central information exchange platform.

Intelligent rules-based technology has made it possible to automate every phase of document delivery with no modification of the system. Using this patented technology, Esker DeliveryWare enables paper-based processes to be modeled and automated based on content analysis and multiple electronic media delivery options. This automation generates significant financial gains while shortening business process cycles and enhancing customer service.

IT analysts recommend that organizations take a close look at their document processes because valuable opportunities exist for cost reduction, efficiency improvement and competitive advantages. Research has shown that organizations with effective document processes are more likely to be profit growth leaders able to respond effectively to a changing business environment.

With Esker DeliveryWare, businesses running ERP solutions are able to:

- **Automate document delivery** with minimal implementation time, risk and cost

- **Transform manual processes** into faster and more efficient information exchange

- **Reduce average time for billing**, order processing, procurement and cash collection

- **Reduce (or eliminate) manual data entry** and associated errors

- **Reduce overhead and paper handling** for printing and faxing or folding, stuffing, stamping and physically mailing documents

- **Improve customer satisfaction** and increase competitiveness

- **Achieve** immediate additional ROI for ERP investments

Beyond improving communication, making business documents more accessible, and reducing demand on administrative resources, Esker DeliveryWare is a useful initiative in terms of dollars saved alone.

About Esker

Esker is the intelligent document delivery leader. With software and hosted delivery services to automate every phase and every type of document delivery, Esker helps organizations streamline manual, paper-intensive business processes and automate the flow of documents into, within and outside the organization. Customers gain significant and immediate operational efficiencies, cost savings and measurable ROI in as little as three to six months.

Esker intelligent document delivery solutions include **Esker DeliveryWare** — a single and universal information exchange platform that captures, formats, converts, routes and stores documents using patented, content-based delivery technology; and **Esker on Demand** — document delivery services enabling physical mail, fax, email and SMS delivery from enterprise and desktop applications with no printers, mailroom equipment, fax machines, office supplies, or similar infrastructure.

Founded in 1985, Esker operates globally and has more than 70,000 customers and millions of licensed users worldwide. Esker has global headquarters in Lyon, France and U.S. headquarters in Madison, Wisconsin.

For more information about Esker or other Esker product lines, email info@esker.com or visit: www.esker.com or www.eskerondemand.com.

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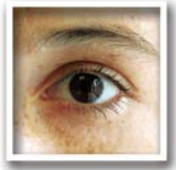
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