

Page inserted to create side-by-side views
Scroll down for sample





Extending the Reach of Information

PRESS RELEASE

Corporate Contact:

Michael O'Neill
Esker Inc.

michael.oneill@esker.com

405.533.5514

<http://www.esker.com>

Investor Relations Contact:

Emmanuel Olivier
Esker S.A.

olivier@esker.fr

+33 (0)4 72 83 46 46

<http://www.esker.com>

New York City Department of Education cuts invoice processing time by 75 percent, gains cost savings with Esker DeliveryWare Platform

Implemented by systems integrator Tier Technology, solution benefits Department and suppliers

MADISON, Wis., 7 April 2003 – The New York City Department of Education, assisted by systems integrator Tier Technology, has implemented Esker DeliveryWare Platform to solve invoicing and payment problems that plague buying organizations and their vendors—manual handling of paper invoices, labor-intensive account processing, and slow payment for goods and services.

In cooperation with the Department of Education and its major vendors—including Staples, McGraw-Hill, Dell, and Apple—Tier Technology has installed a powerful Esker DeliveryWare invoice-to-payment solution that provides significant, mutual, quantifiable benefits. The vendors email invoices directly to Esker DeliveryWare, which intelligently extracts invoice/account data, converts it to XML, and sends it to the Department's mainframe-based accounting system—all via rules-based intelligent automation.

In its first live run, Esker DeliveryWare received 366 invoices with 1,600 lines of detail, converted the data, and routed it to the accounting system in four minutes. The process previously took 48 hours. With the Esker DeliveryWare solution, the Department expects to reduce the invoice-to-payment cycle from over 30 days to about seven—a 75 percent reduction.

(more)

“The New York school system is a big operation, and our purchasing process is complex,” said Richard Carlo, department administrator in the New York City Department of Education Office of Fiscal Affairs. “With 1,200 schools, we spend almost \$1 billion a year on goods and services from thousands of vendors. We maintain 40 financial management centers where personnel handle paper invoices, manually key-in invoice data, and process accounts individually. With our new solution, we’ll centralize operations, eliminate paper handling, and—most important—realize tremendous labor savings by automating a major part of our accounts payable process.”

“The solution also provides direct an immediate cash benefit to our vendors and to ourselves,” added Carlo. “By reducing the time between receipt of invoices here and delivery of payment to the vendors, we improve their cash flow. When we pay them faster, we—like any buyer—can earn better discounts.”

Said Tamer Sevintuna, principal at Tier Technology, “Inbound invoicing with Esker DeliveryWare has so far been a success. The Department of Education is automating its accounts payable process and expediting vendor payments. Over the next few months, we’ll continue to bring more large and mid-sized vendors online with the solution. After that, we want to add automated presentment of status reports back to vendors, delivery of other reports to government agencies, and centralized PO processing and transmission.”

About Esker Software

Esker Software solutions connect people and information. Providing access to enterprise host systems and enabling delivery of business information from any enterprise source to any destination, Esker solutions include:

- ◆ Esker DeliveryWare Platform
- ◆ Esker Fax™, Esker VSI-FAX®, and Esker VSI-FAX for Notes
- ◆ Persona® by Esker, SmarTerm® by Esker, and Tun®Plus by Esker.

Esker is traded on Euronext—the French Stock Exchange (Le Nouveau Marché/Euroclear: 3581). With offices in North America, Europe, and Asia/Pacific, Esker has shipped over 85,000 document solutions and has a host-access installed base of more than two-million licensed users. For more information, visit <http://www.esker.com>.

###

©2003 Esker S.A. All rights reserved. Esker, the Esker logo, Esker Fax, Persona, SmarTerm, Tun, and VSI-FAX are trademarks or registered trademarks of Esker S.A. in the United States and other countries. Notes is a registered trademark of IBM Corp. All other trademarks mentioned are the property of their respective owners.

REINVENTING BUSINESS WITH CONTENT AND COLLABORATION TECHNOLOGIES

TRANSFORM™

MAGAZINE

May 2003

www.transformmag.com

LOWELL RAPAPORT

New Applications for Output & Report Management Software



It's a proven technology supporting fast information retrieval and delivery; now output and report management software is driving new applications, including data mining and data transformation.

IN THE WORLD of content technologies, output and report management is a proven cost saver. The category has been around since the mainframe era, yet its typical mission hasn't changed much at all. The goal is to take output data streams and convert them for intelligent distribution across the enterprise. In recent years, delivery options have expanded beyond print, fax and dedicated thick clients and now include flexible email and browser-based viewing options.

Many organizations have a well-defined and ongoing need to manage output streams. Companies routinely generate customer bills and statements as well as reports of daily, weekly and monthly performance for internal decision making. Output and report management software performs

the necessary job of parsing, organizing and, in some cases, storing these reports. The software can also provide proof of delivery, guaranteeing that the intended recipients have received the reports.

Classic output and report management tools will likely remain popular as long as legacy print streams drive mission-critical processes, but analysts recognize that the rise of XML and granular content management will present users with new options. For example, as structured reports give way to XML-tagged data, the job of reformatting and repurposing content will be greatly simplified, and enterprise content management systems will easily handle this task. This would leave almost no role for output management software — at least as a document transformation tool.

“Output management software vendors have to branch out [and embrace] enterprise resource planning [ERP] output, email, imaging archives and other output sources,”

says Charles Brett, senior program manager for Stamford, CT-based Meta Group. To remain relevant for the long haul, Brett says output and report management vendors

The Department of Education wanted a faster way to process payments, so it worked with its largest vendors to create invoices that could be imported and processed electronically.

have to “increase the number of types of content they can archive and transform and they must integrate with more systems, such as portals, business process management, analytics and customer relationship management [CRM].”

Archiving capabilities will also be a product differentiator, according to Garth Landers, content management analyst with Stamford, CT-based Gartner Group. “Digital output will be subsumed by the archive side,” he says, adding that archival tools will have the best prospects of supporting new types of applications.

New Applications for Data Transformation

Despite Landers’s prediction that the future lies with archive-oriented solutions, there are innovative applications for transformation capabilities of output management software. For example, invoice processing is a challenge for any enterprise that deals with more than a handful of vendors. If invoices can be received electronically, output management systems can be used to transform a cumbersome data entry task into a fast, automated procedure.

The New York City Department of Education provides a case in point. The department purchases some \$2 billion in goods and services each year. According to Richard Carlo, deputy administrator of fiscal affairs, the biggest avoidable cost in the system is processing and paying invoices.

“We needed a 120-person staff to process invoices,” Carlo explains. “Furthermore, most of our contracts offer discount terms for early payment — say 2 percent for payment within 15 days, but it took us up to a month to pay each invoice.”

The Department of Education, while upgrading its purchasing system, wanted to find a faster, less labor-intensive way to process payments, so it worked with some of its largest vendors, including Staples, Apple Computer and Dell, to create invoices that could be electronically imported. Then, the agency implemented DeliveryWare

software from Madison, WI-based Esker, and turned the output system into an input management system.

“When we started, most vendors we did business with offered electronic data interchange (EDI), but we had our own business document format,” says Carlo. “DeliveryWare was able to convert incoming electronic invoices to a form our financial software could understand. This automated much of the process of paying invoices, reducing the number of employees needed and speeding up the process.”

If invoices can be received electronically, they can be paid within minutes, says Carlo, and he adds that the most time-consuming task remaining is actually cutting the check and mailing it out.

While DeliveryWare and other output management tools are normally used to transform and deliver internal reports in a variety of customizable formats, Jim Blakeley of Mooers Strategy Group, Newport Beach, CA, says Esker has tapped a huge potential market for its transformation capabilities.

“According to our research, CFOs are trying to meticulously monitor the cash conversion cycle,” explains Blakeley, who was hired by Esker to explore opportunities for new applications. “The need is to use cash more efficiently by speeding its movement through an

‘ [DeliveryWare] automated much of the process of paying invoices, reducing the number of employees needed and speeding payment.’

RICHARD CARLO, NYC DEPARTMENT OF EDUCATION

enterprise. Esker DeliveryWare has the ability to detect keywords in a data stream to intelligently determine file type. This lets the software detect the telltale characteristics of a document like an invoice, even though invoice formats vary quite a bit.”



NYC Department of Education cuts invoice processing time by 75% with Esker DeliveryWare

The New York City Department of Education faced the same kinds of invoicing and payment problems that plague many buying organizations and their vendors: costly inefficiencies as a consequence of manual handling of paper invoices, labor-intensive account processing, and slow payment for goods and services.

CHALLENGE

"The New York school system is a big operation, and our purchasing process is complex," said Richard Carlo, deputy administrator in the New York City Department of Education Office of Fiscal Affairs. "With 1,200 schools, we spend almost \$1 billion a year on goods and services from thousands of vendors." The Department maintained 40 financial management centers where personnel handled paper invoices, manually keyed-in invoice data, and processed accounts individually.

SOLUTION

To automate the billing process for the benefit of sellers and purchasers alike, the Department implemented a powerful Esker DeliveryWare invoice-to-payment solution. Staples, McGraw-Hill, Dell, Apple, Verizon, and other vendors email invoices directly to Esker DeliveryWare, which intelligently extracts invoice/account data, converts it to XML, and sends it to the Department's mainframe-based accounting system — all via rules-based intelligent automation to eliminate paper-based invoicing and manual entry of invoice data.

For example, on a weekly basis Esker DeliveryWare receives over 350 invoices with more than 1,600 lines of detail from one of the Department's vendors. Esker DeliveryWare recognizes the data, converts it, and routes it to the accounting system in only 4 minutes, dramatically streamlining a complex business process that previously took 48 hours.

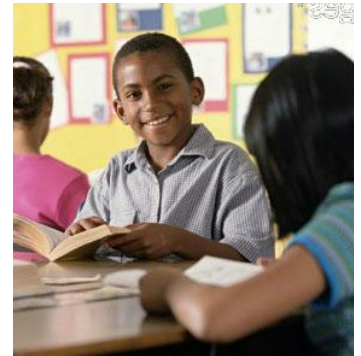
BENEFITS

The Esker DeliveryWare solution provides significant, mutual, quantifiable benefits by reducing the invoice-to-payment cycle from over 30 days to about 7. When all vendors are online, the Department will reduce invoice

processing time by 75%, accelerate payment to vendors, earn fast-payment discounts, and realize substantial labor cost savings.

"The solution provides a direct and immediate cash benefit to our vendors and to ourselves," said Carlo. By reducing the time between receipt of invoices here and delivery of payment to the vendors, we improve their cash flow. When we pay them faster, we — like any buyer — earn better discounts."

With its Esker DeliveryWare implementation, the Department successfully automated its accounts payable process and expedited vendor payments. They continue to bring more large and mid-sized vendors online with the solution, and they are looking ahead to even greater savings by expanding use of Esker DeliveryWare to automate presentment of status reports back to vendors, delivery of other reports to government agencies, and centralized purchase order processing and transmission.



"With our new solution, we'll centralize operations, eliminate paper handling, and — most important — realize tremendous labor savings by automating a major part of our accounts payable process."

— Richard Carlo, New York City DoE Office of Fiscal Affairs

For more information, contact one of our U.S. locations:

Madison, WI: 608.273.6000 ◆ 800.368.5283
Stillwater, OK: 405.624.8000 ◆ 800.343.7070
Lake Forest, CA: 949.462.2200 ◆ 800.556.4874
info@esker.com ◆ www.esker.com



This page inserted for layout purposes
Scroll down for sample



PRESS RELEASE

Corporate Contact:

Michael O'Neill
Esker Inc.

michael.oneill@esker.com

405.624.8000

<http://www.esker.com>

Investor Relations Contact:

Emmanuel Olivier
Esker S.A.

olivier@esker.fr

+33 (0)4 72 83 46 46

<http://www.esker.com>

Esker Software recognized in the Distributed Output Management Magic Quadrant

Esker's Pulse™ product transforms traditional print documents and print streams to electronic formats and delivers automatically via web, email, fax, print, or wireless

LYON, France, and STILLWATER, Okla., 11 March 2002 – Less than one year after initial release of Pulse™, its multi-channel electronic document delivery solution, Esker Software has been listed in the Distributed Output Management (DOM) Magic Quadrant published by analyst firm Gartner.*

The 2002 DOM Magic Quadrant defines Distributed Output Management as “middleware that drives the output process and supports the automated creation and delivery of business process and ad hoc documents” (J. Lundy/G. Landers, “The 2002 DOM Magic Quadrant: Moving Beyond Print,” Gartner Research Note, 9 January 2002). The DOM category, at one time limited to print management products, now includes solutions that also deliver output via fax server, web server, email, and other electronic technologies.

Pulse, Esker's Distributed Output Management solution, delivers business documents in the electronic or traditional print formats that enterprise customers, partners, suppliers, employees, and other recipients require. Organizations such as Sony, Philips, Experian, GMAC, Hertz, Hershey Foods, and Willamette Industries use Pulse to reduce document distribution costs, accelerate business transaction cycles, and add value to ERP and other system investments. Esker's partners, including France Telecom, Cincom, La Poste, and Indus International, add significant value to the solutions and services they provide by integrating Pulse multi-channel e-document delivery.

(more)

Pulse captures print streams or print documents generated by enterprise applications, transforms them into new electronic formats – HTML, XML, PDF, TIFF, and text – and delivers them via public or secure web, email, fax, distributed print, and wireless message. Pulse is an international solution available in five languages.

“We describe Pulse as Intelligent Information Delivery™,” says Dan Speer, CEO Esker Americas. “Its unique core technology recognizes document and print-stream content. Based on this recognition, it intelligently reformats the output and automatically delivers the appropriate electronic document. Those who implement or integrate Pulse – customers, carrier services, application service providers, or strategic partners – realize very tangible benefits from this innovative technology. It significantly extends the information power of any existing system – front office, back office, ERP, supply chain management. It accelerates document processing and delivery to reduce costs and improve profitability. And it enables delivery of business documents through the channels recipients require, whether they’re a global enterprise using the latest web-based communication or a corner store with a single fax machine.”

Adds Jean-Michel Bérard, worldwide Esker CEO, “Pulse offers the enterprise a new breed of document logistics software. We are pleased that Pulse – and Esker – have earned recognition in the Gartner 2002 DOM Magic Quadrant, and we are working today to achieve still greater success. We continue to build on our solid customer base, our established channels in the U.S. and Europe, and our strong partnerships with service providers, independent software vendors, strategic partners, and others. Most important, our creative, experienced worldwide team is now making Esker’s strategic vision a reality.”

About Esker Software

Esker Software solutions enable intelligent access to and delivery of core business information. Organizations use Esker software to streamline information exchange, open new channels of communication, and achieve business objectives with new levels of speed and efficiency. The company’s products include:

- ◆ Pulse™, VSI-FAX™, VSI-FAX® for Notes, and Faxgate® for Intelligent Information Delivery™
- ◆ SmarTerm®, Tun® Plus, and Persona® for host access.

Esker is traded on Euronext – the French Stock Exchange (Le Nouveau Marché/Euroclear: 3581). With offices in North America, South America, Europe, and Asia/Pacific, Esker has shipped over 80,000 document servers and has a host-access installed base of two-million licensed users. For more information, visit <http://www.esker.com>.

###

©2002 Esker S.A. All Rights Reserved. Esker, Pulse, VSI-FAX, VSI-FAX for Notes, Faxgate, Intelligent Information Delivery, SmarTerm, Tun, and Persona are trademarks or registered trademarks of Esker S.A. All other trademarks mentioned are the property of their respective owners.

* The Magic Quadrant is copyrighted January 2002 by Gartner, Inc. and is reused with permission. Gartner’s permission to quote its Magic Quadrant research should not be deemed to be an endorsement of any company or product depicted in the quadrant. The Magic Quadrant is Gartner’s opinion and is an analytical representation of a marketplace at and for a specific time period. It measures vendors against Gartner-defined criteria for a

marketplace. The positioning of vendors within a Magic Quadrant is based on the complex interplay of many factors. Well-informed vendor selection decisions should rely on more than a Magic Quadrant. Gartner research is intended to be one of many information sources and the reader should not rely solely on the Magic Quadrant for decision-making. Gartner expressly disclaims all warranties, express or implied of fitness of this research for a particular purpose. Gartner does not advise enterprises to select only those firms in the Leaders segment. In some situations, firms in the Visionary, Challenger, or Niche Player segments may be the right match for an enterprise's requirements.