

Esker's New Customer Issue Management Tool Improves Global Customer Satisfaction

Derby, UK — March 24, 2015 — [Esker](#), a worldwide leader in [document process automation solutions](#), and pioneer in [cloud computing](#), today announced the launch of a new customer issue management tool to complement its [Order Processing](#) automation solution. The new tool will enable companies to improve claims processing and customer satisfaction rates, which have a direct and positive impact on financial performance.

Customer claims can originate from an incorrect product, damaged packaging, payment refusal, delivery refusal and more. According to a 2014 claims management survey conducted by the French Association of Credit Managers, disputed invoices represent 4-6% of total invoices. By automating issue management workflows, companies are able to eliminate inefficiencies and added costs associated with processing customer claims manually.

A Comprehensive Order Processing Solution

Using Esker's Order Processing automation solution, Customer Service Representative (CSR) teams can create, manage and track customer issues while maintaining full visibility over the whole order process, from order creation to product reception. The new issue management tool simplifies and facilitates claims monitoring, prioritisation, tracking and resolution. All information related to the order, potential issues and delivery are logged and tracked in the same interface and attached to the order.

"Esker's new issue management tool is a direct result of customer feedback, as well as our agile development philosophy," said Jean-Michel Bérard, CEO at Esker. "By focusing on the processing of intermediary documents (e.g. delivery notes, confirmation quotes, customer communications, etc.) we are able to offer a more complete solution and deliver greater added-value to our customers."

Improved Customer Satisfaction and Financial Performance

Dashboards and activity reports provide CSR Managers with a global view on order processing, enabling them to follow their teams' performance, quickly analyse customer claims and determine the source of potential order processing weaknesses. Additional benefits include:

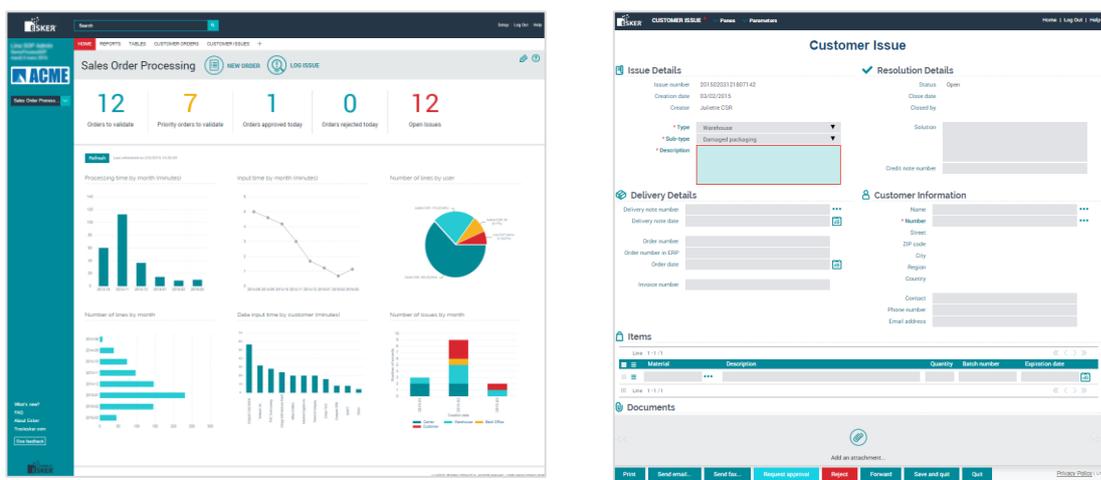
- Simplified automatic claims entering
- Faster claims processing and solution resolution
- Increased visibility over the entire order process via one solution and one interface
- Improved customer satisfaction and company financial performance

(continued)

“Our new customer issue management tool is part of our strategy to provide a collaborative platform for suppliers and customers alike,” said Eric Bussy, Director of Marketing and Product Management at Esker. “Workflows, exchanges and relations are improved, promoting better customer service and higher satisfaction rates: a win-win situation for both parties.”

The issue management tool is available to all customers as an add-on to Esker’s Order Processing automation solution.

Customer Issue Management Screenshots



About Esker

Esker is a worldwide leader in document process automation solutions. Addressing all types of business processes, from accounts payable and accounts receivable to order processing and procurement, Esker cloud computing solutions enable companies to automate the reception, processing and sending of any business document with one platform. Esker helps over 80,000 companies around the world to reduce the use of paper and eliminate manual processes while improving their productivity, efficiency and environmental impact.

With 46.1 million euros in sales revenue in 2014, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin. Esker is listed on the NYSE Alternext in Paris (Code ISIN FR0000035818).

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