

Esker Delivers Quit Paper Solution To Thomson Reuters (Legal) Ltd.

Derby, UK 5th November 2010 - One of the world's leading providers of information and decision support tools for businesses and professionals has found a way to save money and reduce its carbon footprint, thanks to a new service provided by Esker.

Esker has installed its innovative Esker DeliveryWare solution for Thomson Reuters (Legal) Ltd to automate its mail and e-invoicing requirements and help eliminate paper.

At its peak, Thomson Reuters (Legal) Ltd were printing and posting more than 750,000 invoices, credit notes, statements, renewals and customer letters in-house and wanted to find a solution that would modernise internal processes, reduce costs, accelerate cash collection and help protect the environment.

The new Esker 'on Demand' solution is already giving Thomson Reuters more flexibility and control over the way it communicates with its customers and business partners. It will allow them to monitor and track the process its documents go through, including when they are printed, folded, posted and received or returned.

This deal follows the recent opening of Esker's eighth worldwide mail facility based in the UK and highlights the rapid growth of its 'on Demand' services for the delivery of business documents.

Commenting on the new software, Keith Singer, Customer Operations Programme Manager at Thomson Reuters (Legal) Ltd, said, "We had been using Esker DeliveryWare for years to distribute faxes to our customers and wanted to apply the same cost savings and uniformity to our mail and email delivery."

"Esker were extremely professional and thorough in the process audit and once we had visited their headquarters in France, this gave us the reassurance that they were more than capable of delivering on what they had promised. Their service has exceeded our expectations and we have noticed significant improvements in the response from customers to provide payment more quickly."

"Over 85% of our invoices, credit notes, statements and dunning letters that were traditionally paper-based are now emailed via Esker DeliveryWare with the remainder going through the Esker Mail on Demand facility. We expect this percentage to increase over the coming year. We want to eliminate paper and they are helping us to achieve that goal at a pace to suit our business. We now have a faster cash collection process, whereby one month after the first renewals run, twice the amount was committed by customers as at the same point in the previous year."

“In addition to the faster response time that email provides clients on any of their issues, the project will deliver considerable annual cost savings and will, of course, further enhance our green credentials.”

Emmanuel Olivier, Chief Operating Officer, Esker, added, “We are delighted to be working with a global organisation like Thomson Reuters and look forward to working with them to automate 100% of their documents. We have had a tremendous response to the ‘on demand’ solution and our new UK mail facility. In light of the difficulties that businesses continue to face in the current economic climate it is important to ensure that companies are aware of the latest money-saving technology.”

“Our aim is to help organisations reduce the costs that go with dependence on paper.” reduce the number of errors caused by the processes it involves and reduce their carbon footprint.”

About Thomson Reuters

Thomson Reuters is the world's leading source of intelligent information for businesses and professionals. They combine industry expertise with innovative technology to deliver critical information to leading decision makers in the financial, legal, tax and accounting, healthcare and science and media markets, powered by the world's most trusted news organisation.

About Esker

Esker is a recognised leader in helping organisations eliminate manual processes, gain process visibility and control, and reduce the use of paper by automating the flow of documents into, within and out of the organisation. With patented document delivery automation software and hosted document delivery services, Esker offers a total solution to automate every phase and every type of business information exchange. Customers achieve significant and immediate operational efficiencies, cost savings and measurable ROI in as little as three to six months.

Founded in 1985, Esker operates globally with more than 80,000 customers and millions of licensed users worldwide. Esker has global headquarters in Lyon, France and U.S. headquarters in Madison, Wisconsin.

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