

ESKER IMPLEMENTS NEW DELIVERYWARE FAX SOLUTION FOR ANGLIAN WATER

Derby, UK – July 2012 **Anglian Water is the largest water and wastewater company in England and Wales by geographic area and employs close on 4,000 staff. Every day the company supplies a massive 1.1 billion litres of water to more than six million domestic and business customers in the east of England and Hartlepool.**

Its commitment to improving environmental efficiencies and reducing waste also extends to its back office operation, which generates high volumes of paperwork across the sales and purchasing process.

Given the often critical nature of Anglian Water's operation, the company needs to maintain positive relationships with its suppliers, which means ensuring speed and effective communications through its account processes.

Over the last few years the company has been moving towards the automation of its manual processes in a bid to reduce print and postage costs and improve efficiency.

Document process automation specialists Esker had previously worked with Anglian Water and have now supplied their innovative Esker DeliveryWare Fax solution for use with their existing server.

This has enabled it to automate the delivery of a variety of documents, including remittance advices and supplier statements using the fax options available.

David Armstrong, Senior Data Analyst at Anglian Water explains:

“Several other departments within the company had worked with Esker in the past, so when we set about improving the efficiency of our accounts operation, we consulted them on how best to achieve our short and longer term objectives.

“Historically, all invoices, statements and remittance advices were printed off and posted out, which was a time consuming and costly exercise. Whilst most documents comprised of a single sheet of A4, some of our partner companies' statements could extend to as much as 180 pages. And with changes to postal costs for different sizes and weights of mail, it was becoming more complex than it really needed to be.

“Esker have now supplied us with their latest Esker DeliveryWare Fax solution, which has integrated seamlessly into our current operation.

“Our fax run now takes place every week and hundreds of remittance advices are generated.

“The Esker solution is very straightforward - it tries to email the documentation first and if no email address is linked to the recipient it tries to fax it out. The system will attempt this three times and if the line is still busy or the document can't be delivered, it prints it off to be posted out.

“And if by any chance, a document should go to the wrong place, the recipient can simply forward it back to us, which may not always be the case with a hard copy letter.

“It is also very flexible – for instance, we may need to deliver to a geographically remote village and fax out another – and the system gives us the scope to do this.

“One year on and the Esker solution is living up to expectations. It generates status and error reports, along with statistics on how the documents have been delivered.

“It has improved customer service levels too – suppliers receive their documentation much quicker than before and can also request a range of other documentation such as spreadsheets, which assist with their forecasting.

“Esker and our IT supplier Cap Gemini worked together to formulate a solution and we have experienced no major issues,” added David.

Stephen Wynne Jones, technical director at Esker Northern Europe, explains why the Esker DeliveryWare solution is growing in popularity:

“Esker DeliveryWare provides businesses of all sizes with a flexible and cost effective solution to their document process automation requirements. It brings together every aspect of document process automation into a single solution and reduces the use of paper within business processes.

“It can send and receive any document and leverages existing information systems to find the most cost-efficient fax routing paths – and it is this ability to easily automate the exchange of critical application business documents between customers, business partners, and suppliers regardless of source, format, and destination that is proving particularly attractive to businesses.

“It can also reduce running and support costs and improve response time from customers making payments, which is vitally important in today's challenging business environment.

“The Esker solution also integrates seamlessly and securely with ERP applications such as SAP,” added Stephen.

David concluded:

“We are very happy with the service we have received from Esker. Whilst this was a fairly straightforward project, Esker’s technical team has been very responsive is always available to respond to our queries.

“We have already noticed a reduction in the amount of consumables we are using, not to mention a significant saving on our postage costs. And when you factor in the fact that staff can be deployed to other tasks, it adds up to measurable cost savings for the business.

“We are considering expanding the solution in the near future to include order processing, which will be a straightforward transition using the Esker solution,” added David.

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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