

Esker Helps Tyco International Automate Over 600,000 Documents Per Year

Derby, UK – September 27, 2012 One of the world's leading providers of security, fire protection and detection products is set to save money and streamline its business processes thanks to the introduction of a new Document Automation Solution from Esker Ltd.

Esker has installed its innovative Esker DeliveryWare solution for Tyco International Ltd, which employs more than 100,000 staff worldwide and provides vital products and services to customers in more than 60 countries across the globe.

Tyco's offices in North America were already using Esker DeliveryWare, so when the company started looking at which product to roll out in the EMEA region, they approached Esker.

Esker carried out a full business process audit of the company's current operations to ensure it could meet all of Tyco's needs and the solution has now been installed.

The new Esker DeliveryWare solution will give Tyco more flexibility and control over the way it communicates with its customers and business partners and will allow it to use the same templates in all of its offices to ensure its customers receive the same presented document wherever they are in the world.

Tyco was also keen to shrink its product portfolio instead of working with numerous different systems. The introduction of the new solution will also reduce the number of companies it deals with for its automation needs and thereby reduce its running and support costs.

Commenting on the new solution, Bhaswar Ghosh, Senior Business Analyst at Tyco International, said:

"We had been using a number of different solutions to do one job in our offices around the world and wanted to centralise our system to allow us to send out uniform documents and cut costs.

"Esker had been supplying some of our offices for years, so when it came to choosing a globally scalable system we contacted Esker as we were confident they could provide us with the right solution and level of support.

"We are now processing just over 600,000 documents per year through Esker DeliveryWare including amongst others, sales invoices, pick notes, despatch notes, purchase orders and remittance advices.

“The benefits we perceive are a more uniform brand identity, reduced running and support costs and improvements in the response time from customers to pay.”

Alistair Nicholas, Managing Director of Esker Northern Europe, added:

“We are delighted to be working with Tyco and look forward to helping them to automate 100% of their documents.”

“The Esker DeliveryWare solution has been specifically developed with customers in mind such as Tyco, to bring together every aspect of document process automation into a single solution. The main aim of this is to help simplify deployment and on-going management whilst keeping the cost of ownership to an absolute minimum.

“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 cost-saving technology.

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

“It provides businesses of all sizes with a flexible and cost effective solution to solve its document process automation requirements and brings together every aspect of document process automation into a single solution, reducing the use of paper within business processes,” added Alistair.

About Tyco International Ltd.

Tyco International Ltd. is a diversified, global company that provides vital products and services to customers in more than 60 countries. With more than 100,000 employees worldwide, Tyco is a leading provider of electronic security products and services, fire protection and detection products and services, and valves and controls.

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.

For more information, visit www.esker.co.uk.

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