

The ARPAC Group Selects FlyDoc by Esker to Automate Inbound Fax Documents

Manufacturer of heavy-duty packaging systems uses FlyDoc, the trusted document delivery technology provided by Esker to manage thousands of incoming fax documents per month

Madison, WI – January 7, 2008 - Esker, the leader in document process automation solutions, announced today that The ARPAC Group, experienced manufacturers of heavy-duty, standard and custom-designed packaging systems for a broad range of industrial users, implemented FlyDoc to automate the inbound delivery of the hundreds of documents being faxed from customers each day.

FlyDoc is an on-demand service that enables organizations to send invoices and other business documents via email, fax or postal mail directly from user desktops and enterprise applications. Because this Esker service does not require capital investment in fax servers or mailroom equipment, nor a commitment to minimum document volumes, FlyDoc represents a highly cost-effective way to equip an organization with high capacity fax and mailroom capabilities.

Much of The ARPAC Group's core business relies on the receipt of inbound purchase orders via fax. Prior to FlyDoc, in an IT initiative designed to eliminate all fax machines and all manual paper handling of faxes throughout the company, The ARPAC Group was using a competitive solution to receive and send all faxes via email. However, soon after the implementation, this solution began raising its rates, prompting The ARPAC Group to search for a new fax automation solution.

After researching several different offerings, the IT team selected FlyDoc over others based upon its affordability and reliability.

The ARPAC Group sends and receives approximately 6,000 faxes each month using FlyDoc. Prior to the Esker implementation, an employee of The ARPAC Group devoted about an hour each day to filing and archiving sales orders received via fax. Now, purchase orders are processed in a matter of seconds, and electronic documents are sent directly to the email inbox of the appropriate individual, saving the time that was previously spent on manual filing.

"FlyDoc makes our business more efficient. The service has proven to be much more stable than our previous solution. Previously we were under the impression that instability was commonplace in the market, but with Esker that's just not so.

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The other solution was also unresponsive to our requests for support. The differences between the two services are like night and day," said Ryan King, The ARPAC Group's IT Manager. "FlyDoc gives us peace-of-mind by offering everything we were looking for—the ability to track and manage inbound fax orders, while eliminating the need to manually handle and file paper. In fact, we are now almost paperless with regard to fax purchase orders. One of the most significant benefits of automating documents with FlyDoc is the opportunity to participate in the movement of going green."

"We know there are many different options for organizations seeking to automate the delivery of their business documents. That said, this relationship illustrates the Esker commitment to providing the best software and services for our customers – from the technology, the price and the customer support," said Steve Smith, Esker Vice President of Sales and Marketing, Americas. "The ARPAC Group didn't want its fax delivery process to change – they just wanted to find a way to make it more cost-efficient, flexible and scalable. We're pleased to be able to meet their needs."

About The ARPAC Group

The ARPAC Group specializes in manufacturing heavy-duty, standard and custom-designed packaging systems that meet the needs of a broad range of industrial users. All machinery is sold and serviced by The ARPAC Group's international network of distributors and service technicians. Located near Chicago's O'Hare International Airport, The ARPAC Group maintains sales offices throughout the United States and selected countries worldwide.

About Esker

Esker is a recognized leader in helping organizations 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 organization. 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.com.

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