

Komori Selects FlyDoc from Esker to Automate Critical Business Communications On Demand

Leading Japanese printing press manufacturer using web-based service to transmit business documents from the field back to headquarters

Madison, WI – June 25, 2007 - Esker, the leader in document process automation solutions, announced today that Komori America Corporation, a Japanese printing press manufacturer with North American headquarters in Chicago, Illinois, has implemented FlyDoc from Esker. With FlyDoc, Komori's field service technicians can automatically send documents with a customer's digital signature directly to the regional offices, eliminating the need and cost to send paper.

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.

Before Komori started using FlyDoc, when a customer requested follow up on a problem, the regional coordinator would call and instruct the service technician as to the location of the service visit. Upon completion of the work and before departure, the service technician had the customer sign –off on the finished paperwork. From there, that document was sent via FedEx back to the regional office where it was reviewed and verified.

As part of a corporate push to achieve company-wide process management, Komori implemented an ERP system from Oracle. This system provides a standard platform across the company to share information and automated the process in which service technicians send information from the field to both the regional offices and to headquarters. However the Oracle system does not allow for digital signing. When the service technicians are on-site, they require the customer's signature to prove the job is completed as requested. Initially, they had no way of capturing the signature and automatically inserting it into the Oracle system along with the other job information.

After an Internet search, Komori discovered FlyDoc. The company selected this Esker service because it has means for capturing digital signatures, works seamlessly with Oracle, has a competitive pricing structure, and is easy to set up and continue to use. Now, the service technicians can fax the signed document using one of the FlyDoc fax numbers. The faxed document is received at the regional office as a PDF attachment to an email message, and then automatically routed into Oracle.

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“We were all really impressed with FlyDoc. The time it takes to send the documents after a job is completed is now about two and a half minutes. Before, our guys were trying to use FedEx and manually enter information from remote locations, and that was taking way too long,” said Katz. “Selecting an on-demand hosted service was a very important decision. Again, the model was simple to roll out and, even more importantly, our guys didn’t have to do anything. We always expect resistance to any new technology, but there were no complaints. Everyone here loves FlyDoc.”

“FlyDoc is the perfect solution for Komori,” said Mike Wenzel, Esker Vice President of Sales and Marketing, Americas. “It provides the flexibility, reliability and ease of use organizations expect with on-demand services. And like all our other solutions at Esker, FlyDoc slips right into place within the existing IT architecture providing that extra capability to leverage the investment made on the larger applications.”

About Komori America Corporation

Tokyo-based Komori Corporation, a premier manufacturer of sheetfed and web offset printing presses, provides world class technology especially suited for today’s highly competitive printing marketplace. Delivering the highest level in print quality coupled with impressively fast makeready and JDF connectivity through open systems architecture, Komori presses help printers achieve higher productivity levels essential for increased margins and business growth. Komori America Corporation is headquartered in Rolling Meadows, Illinois and manages a sales and service organization throughout North America.

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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