

Manpower Implements FlyDoc to Automate the Postal Mailing of Cash Collection and Legal Notices

Madison, WI – July 10, 2007 – Manpower, one of the world's leading temporary employment agencies, has chosen the on-line post office solution FlyDoc, provided by Esker, to outsource its French Customer Credit Department's daily production of collection and legal mail.

This department manages over 60,000 Manpower customer accounts, for which it sends large volumes of standard and registered mail each month; including reminders, formal demands and legal notices. The challenge for the Customer Credit Department was to adopt a solution to lighten the burden of the tedious tasks related to the management of this correspondence and simultaneously increase productivity.

Over the past year the Manpower France Customer Credit Department has used FlyDoc from Esker on a daily basis to send more than 350 standard and registered letters per month for cash collections and legal cases. Once a letter is prepared, it is sent to the Esker Production Center, directly from the user's desktop with just a few clicks. The printing, stuffing of envelopes, metering and mailing is taken care of by the Esker Production Center.

Productivity gains and traceability

"FlyDoc has fully lived up to our expectations. Because the service is very easy to use and the hotline is so efficient, the benefits have been felt very quickly," comments Jean-Claude Canetti, Director of Customer Credit for Manpower France.

The use of FlyDoc has made it possible to:

- Save two hours per day in the Legal Department
- Manage the transition from four to three people in the Customer Accounts Department

"Thanks to FlyDoc, we have gone from four to three people in the litigation cell of the Customer Accounts Department by freeing ourselves from the manual tasks involved in sending mail. Without this solution, our team became overwhelmed quickly, risking the otherwise smooth running of the department. Also, FlyDoc allows us to deal with the constant growth in the volume of mail that we send out, which increased 8% last year alone," further comments Canetti.

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At the same time, the solution ensures the traceability of mail sent. This is essential for accounting documents when sending collection letters because local law requires that such letters are sent via registered mail with signed receipt.

About Manpower

Manpower France is one of the leaders in providing temporary employment and recruitment services, with sales of 4.8 billion Euros in 2006.

With a network of 1,130 agencies (including 1,030 under the name of Manpower), Manpower in France serves the needs of more than 90,000 customers (small and medium sized companies, large French and international companies), whether it be in the industrial sector, construction sector, transportation and logistics, or services. ISO 9001 Certified: 2000, Manpower France and its subsidiaries employ 4,700 permanent staff.

The Manpower Group is present in 73 countries and territories worldwide. Manpower Inc. achieved sales of 18 billion dollars in 2006. Thanks to its network of 4,400 agencies, Manpower Inc. fulfils the requests of 400,000 customers for their needs in permanent and temporary staff recruitment, candidate selection, skills assessment, professional training, outplacement, outsourcing and consulting services.

For more information on Manpower worldwide, visit www.manpower.com

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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