Esker Helps South West Trains Deliver Invoices on Time - Electronically

Derby, UK — April 24, 2014 — Esker, a worldwide leader in document process automation solutions and SAP® software solution and technology partner, announced today it has been selected by South West Trains to automate their Accounts Receivable function in a drive to 'Quit Paper' from the business.

South West Trains was facing a number of challenges as a result of their manual Accounts Receivable process, where the department's resources were focused on time consuming manual processes such as the printing, packing and posting of invoices.

Time-consuming manual tasks such as printing and inserting documents were costly to the business and took up valuable resource. Billing errors and returns, incurred added extra costs – and further impacted on resource. Lost invoices and related documents caused departmental inefficiencies and customer dissatisfaction.

Improved customer service levels

The flexibility of the solution has enabled South West Trains to improve customer service levels by offering their customers individual choice in invoice formatting. A further example of the flexibility offered is the ability to attach to the invoice, additional information about the transaction; this assists the recipient to approve and pay the invoice more quickly, and without extra queries.

Enhanced productivity and increased efficiencies

South West Trains has benefited greatly by extending the use of Esker solutions within their business. They have been able to enhance productivity as a result of automated processes whereby resources can be deployed to add value in other areas. Document handling time has been reduced by up to 96% and efficiencies have been increased through time saving and improved accuracy helping increase profit levels. Days Sales Outstanding has reduced, and the cost of sending invoices has also reduced by up to 80%. Also the prevention of lost invoices and related documents – billing errors and returns are reduced by up to 90%.

Paul Chick, Head of IT Applications commented: "One of the reasons we chose to use the Esker solution within our Accounts Receivable department was that we were so pleased with the efficiencies the business gained through the automation of our Purchase Order process. Now we have 100% electronic invoicing for our 'on account' rail ticket customers, which has not only delivered tangible business benefits such as cost savings and resource efficiencies for us, but

has also greatly enhanced the service levels we offer to our customers – due to the flexibility of the Esker solution."

Alistair Nicholas, MD of Esker Northern Europe said: "In today's economic climate, businesses are under much more pressure to eliminate non-value added activities and improve processes. Esker offers the benefits of a complete customer order automation solution as either an on-Premise or on-Demand service; so you have the choice of solution that best fits your organisation's requirements.

In light of the difficulties that businesses continue to face, it is important to ensure that companies are aware of the latest technology to help improve the way that they do business with their customers, whilst also being able to make significant cost and time savings. Our aim is to help organisations reduce the inefficiencies caused by a dependence on paper, and reduce the negative impact of ineffective document processing - Esker can help businesses vastly improve typical order processing time."

About South West Trains

South West Trains operates around 1,600 trains a day on a network in the South and South West England. They serve more than 200 stations and employ around 4,500 people. The registered company of which South West Trains is a part of is Stagecoach South Western Trains Limited. Stagecoach Group is a leading international public transport company, with extensive operations in the UK, United States and Canada. The Group operates bus, coach, rail, and tram services in regulated and deregulated markets.

About Esker

Esker is a worldwide leader in document process automation solutions. Addressing all types of business processes, from accounts payable and accounts receivable to order processing and procurement, Esker cloud computing solutions enable companies to automate the reception, processing and sending of any business document with one platform. Esker helps over 80,000 companies around the world to reduce the use of paper and eliminate manual processes while improving their productivity, efficiency and environmental impact.

With 40.3 million euros in sales revenue in 2012, Esker operates in North America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin. Esker is listed on the NYSE Alternext in Paris (Code ISIN FR0000035818). For more information, visit www.esker.co.uk, Follow Esker on LinkedIn at Esker – Northern Europe, or on Twitter at @EskerNEurope and join the conversation on the Esker blog.