



## IMPROVING DOCUMENT TRACEABILITY & GLOBAL FAX DELIVERY WITH ESKER

Euler Hermes turned to Esker Cloud Fax Services to streamline fax processing while helping to support compliance for stringent industry requirements.

### Service Requirements

In order to inform its insured customers of the financial situation of companies they are working with, Euler Hermes sends out a daily fax from its database including information that is both strategic and critical. Euler Hermes is legally required to send this document through an external provider and to archive it with a legal service for 10 years as to provide proof of delivery in case of future litigation.

Due to several issues with its last service provider, including poor quality of documents sent, problems with CD-ROM backups and delivery to the legal service, Euler Hermes decided to look for a new partner who could:

- Guarantee quality and traceability of every fax sent worldwide
- Offer a pure service without the need to install software
- Provide a scalable and multi-channel service to meet the needs of numerous document formats (e.g., fax, mail, secure mail, etc.)

### Choosing Esker

After researching several solutions on the market, Euler Hermes chose to place its confidence in Esker.

Esker is a leader in helping organizations streamline manual, paper-intensive processes and reduce the use of paper by automating the flow of documents into, within and outside the organization. With three production centers located in France, the U.S. and Australia, Esker can easily manage fax processing and delivery worldwide. In addition to fax, Esker offers mail, email and SMS delivery – all responding perfectly to the needs of Euler Hermes.

### Esker Cloud Fax Services

Euler Hermes sends electronic files from its database directly to Esker via an SFTP connection. Esker's on-demand platform is then responsible for faxing the electronic files to customers around the world. Once the file has been faxed, a confirmation is sent back to Euler Hermes. The confirmation is fully integrated into its information system, giving users instant access to the status of each faxed document. Each month more than 220,000 faxes are sent out to customers worldwide.



We were quickly convinced by the expertise of Esker — even with the complex nature of information that we send by fax to our customers. Their teams have proven to be extremely quick to respond at all levels during our partnership.

IS Manager

Furthering security and legal protection, Esker burns all documents sent by fax onto DVDs, creating backup copies, and then sends the backup copies to Euler Hermes' legal service.

In addition to transmitting sending confirmations, Esker also responds to customer demands for providing confirmation proof (three to four per month on average).

To conform to this need, Esker provides an image of the sent fax including a confirmation of sending signed by the President of the company within 24 hours of the request. Prior to Esker, this same service would take anywhere from 15 days to one month to provide the necessary proof.

### Mail backup

Euler Hermes has also chosen to add Esker Mail Services creating an emergency outlet for the publishing arm of Euler Hermes SFAC, which sends over 7 million pages by mail per year.

If problems occur on its publishing line, Euler Hermes can electronically send its publishing documents directly to Esker's on-demand platform where the documents will be printed, folded, stuffed into envelopes, stamped and handed off to the postal service. In addition, documents being sent to the same customer can be consolidated in the same envelope.



Ever since we started using Esker Cloud Fax Services to send our faxes, I feel like a huge burden has been lifted. We now have a quality of faxing that we never experienced previously, and the response time is beyond our highest expectations. The difference is like night and day.

IS Manager



### The Benefits

Thanks to Esker Cloud Fax Services, Euler Hermes has access to all the services necessary to meet the stringent requirements that the industry demands.

- **Real-time status updates:** Euler Hermes' faxes are now sent on time with flawless traceability — essential to meeting the demands of its clients.
- **24/7 technical support:** If an issue arises, Esker's Solutions Support team is extremely knowledgeable and quick to respond, making sure Euler Hermes experiences minimal service interruption.
- **Lower costs:** Thanks to "least-cost routing" offered by Esker, Euler Hermes can fax documents at costs much lower than they would achieve internally. Due to its presence in several countries, Esker can send faxes directly within the destination country — benefiting from local calling rates suppressing the cost of long-distance calling rates.

### Euler Hermes Group

Headquartered in Paris, Euler Hermes is the world's leading provider of trade-related credit insurance solutions, offering a wide range of bonding, guarantees and collections services for the management of B2B trade receivables. It has two dedicated service teams offering tailored credit management solutions for multinationals and international debt collections solutions. Founded in 1893, it employs over 6,000 people in more than 50 countries spanning five continents.

A subsidiary of Allianz SE, Euler Hermes and its principal credit insurance subsidiaries are rated AA- by Standard & Poor's Financial Services LLC. Euler Hermes is listed on the NYSE Euronext Paris and, as of 2014, has a net income totalling more than €300 million.

[www.eulerhermes.com](http://www.eulerhermes.com)

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