



**Whirlpool Corporation**  
Speeding the order-to-cash cycle



World's leading appliance manufacturer selects Esker DeliveryWare as enterprise standard for automated imaging, storage and document processing to and from SAP

**Esker selected by Whirlpool to automate document processing**

Madison, WI, February 7, 2006—Esker, the leading provider of intelligently automated document delivery solutions and services, announced today that it has signed a worldwide enterprise agreement with Whirlpool Corporation, the leading manufacturer and marketer of major home appliances, to implement Esker DeliveryWare for seamless automation of order-related document processes to and from its SAP system.

Esker DeliveryWare provides a single platform for automating the flow of business transaction documents directly into and out of ERP systems and other enterprise applications eliminating manual order entry and physical document handling to save time, reduce costs and improve accuracy.

Whirlpool will integrate Esker DeliveryWare into its SAP system to automate the processing of documents throughout the entire order-to-cash cycle such as inbound orders, order confirmations and invoice delivery — all of which are manually processed today. With Esker DeliveryWare, inbound orders will be automatically entered into SAP and immediately archived eliminating the need for manual data entry and allowing for easy document retrieval from within SAP. Order-related documents will be electronically combined and archived and outbound communications to trade partners will be automated. Whirlpool expects to improve order accuracy, reduce order processing cost and time and improve trade partner communication.

With annual sales of over \$13 billion, 68,000 employees, and nearly 50 manufacturing and technology research centers around the globe, Whirlpool estimates it receives over 1.5 million order-related documents each year, and expects to reap significant efficiency gains from the Esker DeliveryWare implementation.

"We believe that automation of documents in our order-to-cash cycle, such as sales orders and invoices will reduce errors, lessen the load on our own staff and speed payment cycles — and when you're talking about more than a million documents a year, that adds up to a significant impact on the bottom line," said

Thomas Ehrman, Director, Global Enablement Services for Whirlpool.

"And we're not going to stop here — we're already working on plans to use Esker DeliveryWare to further speed other document processes at Whirlpool."

Esker Certified Partner Dolphin IT-Project and Consulting Corporation, a leading integrator of SAP solution-based content management products and services, will assist in the implementation for Whirlpool.

"This initiative is a perfect example of another major worldwide brand recognizing the massive benefits that document automation can deliver — and the bigger the organization, the more astounding the savings numbers can be," said Mike Wenzel, Vice President of Americas Sales for Esker.

"By combining our technology with the hands-on SAP expertise of a partner like Dolphin IT, Esker is delivering the easy pathway to document process automation that today's enterprises so urgently seek."

**About Esker Software**

Esker is a recognized 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 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 gain significant and immediate operational efficiencies, cost savings and measurable ROI in as little as three to six months. Founded in 1985, Esker operates globally and has over 70,000 customers and millions of licensed users worldwide.

**"...we're already working on plans to use Esker DeliveryWare to further speed other document processes at Whirlpool."**

Thomas Ehrman ■ Director, Global Enablement Services ■ Whirlpool

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