



HEALTH SERVICE



AUSTRALIA



Esker DeliveryWare Platform

QUEENSLAND

SUCCESS STORY

Department of Emergency Services



Queensland Government
Department of Emergency Services

The Queensland Department of Emergency Services chooses Esker DeliveryWare Platform to maximise its investment in SAP

The Queensland Department of Emergency Services (DES) has operational and policy responsibilities for all emergency services – excluding police – in the State of Queensland. DES employees and vendors are spread throughout the State, supporting the respective fire, ambulance, counter disaster and rescue services. The DES was seeking a document delivery solution that would compliment the existing SAP environment while also supporting the implementation of a wide-ranging ebusiness strategy. Esker Software Esker deliveryware platform is an intelligent document delivery system.

“The Esker solution has the potential to triple our productivity or reduce our call wait times by seventy percent. On top of that, our customers can now receive the report via e-mail, their preferred format.”

— Steve Kilmister, Managing Director of Business Information, Experian

to migrate as many staff and regular vendors as possible to a system of electronic funds transfer (EFT).

Encouraging the take up of business applications like email was a priority. Communicating electronically to those stakeholders participating in EFT reinforced the benefits of using on-line services. Using Esker deliveryware platform showed staff the benefits of technological innovation, for example, receiving immediate notification of a payment, such as reimbursement for expenses, to their account.

THE CHOSEN SOLUTION HAD TO BE PAINLESS TO INTRODUCE AND PRODUCE IMMEDIATE RESULTS

DES has 4,500 permanent staff, 2000 auxiliary staff and approximately 70,000 volunteers, as well as numerous vendors on its books, making the cost of conventional communications by fax and post expensive. The challenge for Esker was to automate the delivery of the documents and reports relating to the day-to-day management of a diverse organisation – remittance advices and purchase orders – in a way that added value to the DES’ investment in SAP.

“Esker deliveryware platform’s simple implementation meant we could offer an efficient distribution of SAP generated documents, and then move on to tackle other e.business projects.”

— Gary Taylor, Director of Finance & Asset Services

ESKER DELIVERYWARE PLATFORM HELPS DES BECOME AN EBUSINESS

Introducing Esker deliveryware platform occurred at an early stage in the DES’ strategy for ebusiness. This proved a critical opportunity for DES to demonstrate to its stakeholders the possibilities for cost saving and improved service offered by new technology. Also important to the ultimate success of the ebusiness strategy was a plan

TO BEGIN, ESKER DELIVERYWARE PLATFORM IS SENDING 4000 DOCUMENTS PER MONTH. THIS FIGURE IS LIKELY TO INCREASE AS MORE VENDORS MOVE TO EFT.

◆ SELECTING ESKER

The Finance and Asset Services, Business Systems Unit, quantified the ROI of Esker deliveryware platform in a rigorous business planning process

Esker deliveryware platform was benchmarked against the existing



“Esker deliveryware platform was an initiative which addressed an early element in the ebusiness strategy in one easy package – it saved us direct costs, offered immediate communication with our staff and regular suppliers and, best of all, could be integrated into our existing SAP environment without disruption.”

— William Johnson, Executive Manager, Finance and Asset Services, Business Systems Unit



cost structure, provided by an outsourced facilities manager. The solution measured up as one that could deliver, firstly on savings in staff time and subsequently, on direct costs. Nonoperational units are internally funded

at DES so the value of any savings is applied to other parts of the organisation. Final approval was given by the e-business Steering Committee.

◆ **HOW DID ESKER DELIVERYWARE PLATFORM MEASURE UP?**

- reduced staff time spent faxing, posting and filing paper documents
- cut the direct costs associated with faxing or posting paper documents
- could be applied within the existing SAP environment (version 3.1i)
- able to be integrated quickly and easily

“Esker’s approach to sales was refreshing. They had an excellent account manager who didn’t just disappear once the contract had been signed, but continued to look after us.”

— Steven Chapman, Project Manager, ebusiness, Finance & Asset Services

ESKER SOFTWARE BACKGROUND

Esker Software solutions enable intelligent access to and delivery of core business information from any data source, in any format, to any recipient. Organisations use Esker software to streamline information exchange, open new channels of communication, and achieve business objectives with new levels of speed and efficiency.

Esker extends the reach of information technologies and shortens the distance between people and information. The company was founded in 1985 and is traded on the French Stock Exchange (Le Nouveau Marche: 3581). It has an installed base of two million licensed users worldwide. Esker Software’s Australian subsidiary was created in 1997 and provides a vital, local link for service and support in a rapidly growing Asian Pacific market.

“Implementation took just two days. This was followed by configuration and knowledge transfer, all carried out by Esker’s own SAP accredited consultants. The total process was completed in one week.”

— Steven Chapman, Project Manager, ebusiness, Finance & Asset Services

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