



Esker DeliveryWare Platform... a power tool for Bunnings



Bunnings Building Supplies is the retail chain best known for offering Australia's widest range of products and services in the DIY and home building industry. The company's acquisition of high profile BBC Hardware - which includes Hardwarehouse, BBC and Benchmark stores across Australia and New Zealand - transformed Bunnings into a retail giant overnight.

THE BUSINESS CHALLENGE

Communicating with the additional stores and suppliers tripled the volume of documents being handled by Bunnings, crippling its existing custom built fax system.

Bunnings sought a new document delivery solution capable of managing high volumes with ease and, importantly, efficiently integrating with the sophisticated Digital Supply Chain system also being implemented. Only Esker DeliveryWare Platform provided a low maintenance end-to-end solution to Bunnings' requirements.



Bunnings' 17,000 staff are responsible for more than 200 stores and a complex supplier network spread across Australia. Didi Hidayat is System Architecture Manager in the company's 90 strong Information Technology and Telecommunications (IT & T) department. He explains,

"With the acquisition of BBC Hardware we estimated receiving three times the volume of faxes, which would bring the old custom-built system to its knees. We needed an electronic document delivery system that could handle large volumes with speed and accuracy and meet our growing needs."

"Of the three solutions we reviewed, Esker DeliveryWare Platform, TopCall and RightFax, Esker's is the only solution that does not require middleware between the fax software and the application."

— Didi Hidayat, System Architecture Manager, Bunnings Building Supplies

FINDING AN EFFECTIVE BUSINESS SOLUTION

Bunnings became aware of Esker through a Gartner Group report on fax software. Didi comments, "The alternatives were more complicated and require greater maintenance. A demonstration by Esker left us in no doubt that the Esker DeliveryWare Platform was the obvious choice for us."

ESKER DELIVERYWARE PLATFORM

- THE BUSINESS SOLUTION

For Bunnings the advantages that set Esker's solution apart from the rest were:

- ◆ No need for middleware
- ◆ Low maintenance and managed in-house
- ◆ Great value
- ◆ Local service and support

"The implementation has been so successful we plan to introduce it in our New Zealand stores as they are still manually faxing documents."

— Didi Hidayat, System Architecture Manager, Bunnings Building Supplies



Bunnings' Digital Supply Chain electronically delivers remittances, delivery advice, catalogue and sales information to trading partners. Esker DeliveryWare Platform was integrated with the system without the need for extensive changes to existing applications.

Automating delivery of Purchase Orders between stores and suppliers was the first priority. An effective system of Purchase Order delivery is vital to the smooth operation of stores - and for the relationships between outlets and suppliers.

DELIVERING ON ROI

Didi explains, "We use Esker DeliveryWare Platform to send 18,000 Purchase Orders a month and it does the job with more accuracy and in half the time of our old system."

"Usage will increase to 30,000 a month as stores and Head Office gradually automate more of their daily communications. We plan to use the Esker DeliveryWare Platform in our Credit Service Department to handle customer correspondence."

Using the Esker DeliveryWare Platform means documents reach the recipient instantly and Bunnings receive automatic confirmation of the delivery, providing an important record of all communication.

Didi comments, "Esker DeliveryWare Platform has already served us very well. The feedback from our suppliers has been great, they are very happy with the new system and the improved efficiencies it delivers. Internally we are reaping the benefits of reduced staff time spent handling paper documents. We are also reducing our paper and postage costs."

"I would advise other companies to automate delivery of their business critical documents. Esker DeliveryWare Platform will give them efficiency and reduce costs in their operation. The era for sending documents manually is gone."

— Didi Hidayat, System Architecture Manager, Bunnings Building Supplies

FUTURE PROOFING CAPABILITIES

Bunnings currently deliver their documents via fax but have not ruled out the opportunity of sending documents via e-mail and in PDF format in the future. The Platform's capacity to send and receive in any format via fax, email, SMS or XML makes it a solution that will fit their business as it continues to grow.

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ABOUT ESKER SOFTWARE

Esker Software solutions connect people and information. Providing access to enterprise host systems and delivering business information from any enterprise source to any destination, Esker solutions include:

- ◆ Esker DeliveryWare Platform
- ◆ Esker Fax™, Esker VSI-FAX®, and Esker VSI-FAX® for Notes
- ◆ Persona® by Esker, SmarTerm® by Esker, and Tun® Plus by Esker.

Esker is traded on Euronext, the French Stock Exchange (Euroclear: 3581). With offices in North America, Europe, and Asia/Pacific, Esker has shipped over 80,000 document solutions and has a host-access installed base of more than two-million licensed users.

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