



GOVERNMENT



AUSTRALIA



Esper DeliveryWare Platform

# QUEENSLAND

CASE STUDY

## 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 BUSINESS CHALLENGE

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 e-business strategy.

#### SPECIFIC ISSUES FACED

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 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.



benchmarked against the existing 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. Non-operational 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.

*“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, e-business, Finance & Asset Services

*“The simple implementation of the Esker DeliveryWare Platform 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

#### FINDING AN EFFECTIVE BUSINESS SOLUTION

The chosen solution had to be painless to introduce and produce immediate results. 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

#### ESKER DELIVERYWARE PLATFORM

##### - THE BUSINESS SOLUTION

Introducing Esker DeliveryWare Platform occurred at an early stage in the DES' strategy for e-business. This proved a critical opportunity for DES to demonstrate to its stakeholders the possibilities for cost saving and improved service offered by new technology.



***“Esker DeliveryWare Platform was an initiative which addressed an early element in the e-business 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

Also important to the ultimate success of the e-business strategy was a plan 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.

Esker DeliveryWare Platform is currently sending 4000 documents per month. This figure is likely to increase as more vendors move to EFT.

#### **DELIVERING ON ROI**

- ◆ 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
- ◆ able to be integrated quickly and easily



***“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, e-business, Finance & Asset Services

***“We’ve now used Esker DeliveryWare Platform for two months and I can confidently say it has contributed to significant savings in time and materials. These cost savings allow my department to add value to other parts of the DES.”***

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

#### **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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