



## Thiess John Holland

Esker delivers document control with Fax On Demand for major Australian road development



Thiess John Holland, has been awarded the contract for Australia's largest urban road development, Melbourne's EastLink motorway which joins Mitcham and Frankston. With more than 2,000 people working on the project and seven major regional offices plus site offices, Thiess John Holland found traditional fax communications inefficient and untenable. The company turned to Esker's Fax on Demand to automate production faxing and business processes.

### The business challenge

With the commencement of the EastLink Project in November 2004, Thiess John Holland realised, because of the sheer size and scale of the project, maintaining control of the document process was going to be a challenge.

Scott Anderson, IT Manager, EastLink Project, Thiess John Holland recalls, "The scale of the project has definitely been one of the biggest business challenges. The EastLink Project is the largest civil project of its type in Australia to date with more than 650 users. We identified at the outset the need for a system that would both automate and control the fax process so communication between designers, regional offices and site officers was efficient and accurate."

### Specific Issues faced

Thiess John Holland was clear that it wanted a complete document control solution to cater for all the incoming and outbound faxes, specifically:

- Capture of all incoming faxes
- Capture of **all outbound faxes**
- **Compatibility** with Microsoft Exchange and Outlook
- **Integration with existing Thiess IT systems** including ERP JD Edwards
- **An out of the box solution** that required no building or implementing of infrastructure
- **Fast implementation** within two and half weeks

Esker was recommended to Scott Anderson by one of his staff who had used the Fax on Demand solution before. After a strict due diligence program, conducted by Thiess corporate head office, Esker Fax on Demand was chosen for its cost-effectiveness and ability to provide the service within the short timeframe.

Scott comments, "Esker Fax on Demand was the ideal outsourced solution. It solved our immediate problem of having no time to develop or implement infrastructure. It was an out of the box solution, so we didn't even have to host the service. We could continue to work off the Thiess network and save precious time and resources."

### Esker Fax on Demand – the business solution

Scott says, "The first thing to mention is the implementation of Fax on Demand went well. In the simplest terms, the incoming faxes were delivered to the right addresses and likewise the outbound faxes. It was very painless."

He adds, "We also had no problem whatsoever with the integration between Esker and the Thiess IT system. Because Fax on Demand is external all it looks for is an email in the correct format and our system has no problem with that. No changes were required, the interface was simple and it has proved reliable."

Scott explains, "The scope of our brief was simply, to be able to send a fax via email to an external party and to receive a fax via email from an external party. Esker Fax on Demand has met all our expectations, is reliable, works efficiently and best of all gets the job done."

Using Esker Fax on Demand, Thiess John Holland has automated the sending of more than 6,000 inbound and outbound faxes every month.

### Delivering on ROI

The key benefits to Thiess John Holland of Esker Fax on Demand include automated faxing to a large number of users across the regions of the EastLink Project, an archiving system that creates a permanent record of faxes to meet corporate governance requirements, and no need for physical fax machines and their associated phone lines on site.

Scott adds, "What's great about Esker Fax on Demand is that it's easy to manage so we spend a minimal amount of time on the system. From a maintenance point of view, it is also very easy, which means we aren't tying up our resources."

Esker Fax on Demand allows Thiess John Holland to pay for what they use on a per fax basis, which means cost savings in terms of no equipment purchase, no telephony costs for fax lines and no internal maintenance.

#### About the company

Thiess John Holland is a joint venture between Thiess Pty Ltd and John Holland Group Pty Ltd, and as part of the ConnectEast Group was awarded the contract for the EastLink Project in Melbourne, Victoria. This project is Australia's largest urban road development and will deliver substantial benefits to communities along the route. Between November 2004 and December 2008 the project will involve the construction of a 39km motorway and 6km of untolled bypasses connecting Melbourne's eastern and southern suburbs. It starts at the end of the existing Eastern Freeway and connects with the Frankston Freeway on the Mornington Peninsula.

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