



**BG Group**



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## BG Group increases trading capacity with Esker

### The Company – BG Group

A leading player in the global energy market, BG Group is a dynamic growing business with operations in 27 countries over five continents and is headquartered in the UK.

BG Group has a proud history in all aspects of the energy sector, particularly natural gas, where the company has experience across the entire gas chain – from exploration to delivery to the consumer. It operates in four key business sectors: exploration and production, liquefied natural gas, transmission and distribution and power generation.

BG Group is a publicly listed company on the London Stock Exchange and is also listed on the US over-the-counter market, known as International OTCQX.

A leading player in the global energy market, BG Group turned to Esker's on Demand solution to streamline its fax process and improve business continuity. With more than 200 trades requiring faxed confirmation each day, BG Group selected Esker on Demand to :

- Improve business continuity and disaster recovery
- Reduce overheads
- Improve trading volumes and staff productivity
- Eliminate the need for fax server maintenance

### The Manual Process

BG Group's gas marketing and trading system handles typically more than 200 trades per day. The majority of these trades require a faxed confirmation to be sent in order to close the trade.

BG Group previously used manual fax processes. Nigel Fletcher, mobile segment manager at BG Group, explains, "We had four fax machines sending and receiving around 4,500 faxes a month. Each trade generates four pieces of paper, and we had two people dedicated to sending, receiving and filing faxes. With the upturn in our business, this was no longer feasible so we undertook a review of our manual fax confirmation processes and realised we needed an automated solution to cope with the rapidly increasing volumes of transactions."

The whole trading process requires robust business processes and systems to be in place. Confirmations are a key control in ensuring the accuracy and completeness of the trade data recorded. Fletcher adds, "We previously had all of our fax servers located in-house, which took up space and required energy to run on a daily basis. With the manual process there was also an element of human error."



**The Esker solution has paid for itself based on improving staff productivity and reduced cost per trade."**

Nigel Fletcher ■ Mobile Segment Manger ■ BG Group



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Nigel Fletcher ■ Mobile Segment Manager ■ BG Group

BG Group needed a solution that could automate its gas trading confirmations, which are often worth millions of Euros. “Confirming trades is a vital part of our business, so we needed to adopt a solution that would reduce the time consuming procedures and ensure that we could also process the confirmations, irrespective of outside events, so disaster recovery was a key consideration for us.”

### On Demand

BG Group opted to implement Esker’s on Demand technology to enable dependable and confidential data processing. Esker on Demand allows the organisation to complete trade confirmations quickly and securely, without the need for hosting hardware or arranging upgrades and maintenance.

Using on Demand enables BG Group to fax documents directly from SAP, a key requirement for the organisation. “One of the key reasons we selected Esker is because they are a preferred supplier of SAP and on Demand integrates seamlessly with other applications that we have within the business, which was critical for us,” explains Fletcher.

Esker’s on Demand solution enables businesses to benefit from the latest in mail, fax, and email technology, with little investment. Fletcher continues, “Esker’s on Demand solution gives us the complete flexibility to use the service across other departments in the organisation as and when we need to. We have since adopted the solution in our Treasury Department to enable us to transfer funds around the world – a function which is done via fax.”

### An energised business

Since adopting the on Demand solution, BG Group has seen multiple business benefits. Fletcher adds, “Our business processes have become more streamlined. With the new system, our trading volumes have increased and we are easily handling the additional levels of incoming trades. The Esker solution has paid for itself based on improving staff productivity and reduced cost per trade.”

BG Group has also experienced a significant reduction in lost faxes and has been able to eliminate the human error aspect of the previous manual system. “With so many faxes to process previously, mistakes were being made. Now, with Esker’s on Demand automated solution, the process is much more efficient, enabling us to handle more business.”

With on Demand, the company has also improved disaster recovery and business continuity in place. “We have no fax servers on the premises anymore, everything is hosted by Esker, which means we no longer have the worry and cost associated with maintenance, repairs and upgrades. We also have the peace of mind that should any issues occur, these will be identified and dealt with immediately due to Esker’s 24x7 monitoring.

“We have had a very good experience with Esker and found them extremely proactive. The team understands our needs and has helped us to move forward as a business. Esker on Demand is now a business critical solution for us,” concludes Fletcher.