



NEWCREST: FAXING OUTBOUND DOCUMENTS WITH FAX SERVICES FOR SAP FROM ESKER

The challenge: Improving fax capabilities in an SAP environment

Looking to replace its existing legacy finance, supply, HR, payroll and plant maintenance systems with SAP, Newcrest initiated an IT project in late 2008, with staggered implementation dates from October 2009 to July 2010.

Faxing documents out of SAP was a key requirement that prompted Newcrest to review its existing fax infrastructure. Newcrest decided to review best practises for enterprise faxing from SAP in order to select the most suitable solution.



We were looking for a proven, scalable, easy to implement solution that would deliver high ROI.

Newcrest's key business needs included a solution that was:

- Highly scalable
- Proven market leader
- Easy to implement
- Easily integrated with SAP
- Cost effective

The Solution: Fax Services for SAP from Esker

The search for the best solution

At the outset, the Newcrest project team was leaning towards a familiar in-house fax server approach. However, they soon realised the cost benefits of being able to use cloud-based SAP certified fax services and the Esker solution met their needs.

Critical to Newcrest's decision was the ability to not have to manage fax server infrastructure (fax cards, phone lines, etc.) or fax server software. Additionally, a third party SAP provider would have to be able to run it's SAP solution in a virtual environment in the third party's data centre. The Esker solution met these requirements.

During the invitation to tender process, Newcrest carried out reference calls to numerous large SAP customers in the mining and chemical industries who were using Fax Services for SAP. Newcrest was specifically interested in better understanding the implementation process, the system reliability and the interaction with Esker. The feedback was extremely complimentary and encouraging.



The feedback from current Esker Fax Services for SAP customers was all very positive.

Benefits

Today, Newcrest can automatically send a fax out of any SAP module or SAP Business Workplace with real-time status updates within SAP, and not bear the costs associated with implementing or managing a fax infrastructure in its SAP data centre. Additional benefits include:

- 24/7 availability with unlimited capacity to scale up or down
- Least cost routing through the Esker secure and redundant worldwide network of fax production centres
- Easy administration – no need to manage a fax server infrastructure (including production and disaster recovery environments, fax server software, fax boards and fax lines)



The Esker implementation methodology effortlessly handled the complexity of multiple SAP and network configurations.

About Newcrest

Newcrest is Australia's largest gold producer and one of the world's top 10 gold mining companies by production, reserves and market capitalisation. Headquartered in Melbourne, Newcrest is among the top 15 companies listed on the Australian Stock Exchange by market capitalisation. The company has over 16,000 employees and long term contractors.

www.newcrest.com.au

©2014 Esker S.A. All rights reserved. Esker and the Esker logo are trademarks or registered trademarks of Esker S.A. in the U.S. and other countries. All other trademarks are the property of their respective owners.