ORICA

ORICA: FAXING OUTBOUND & INBOUND BUSINESS DOCUMENTS WITH FAX SERVICES FOR SAP

The challenge: To replace the ageing fax infrastructure with a reliable fax solution with capacity on demand

Orica had its own fax solution located in a data centre in Melbourne. The overall fax infrastructure was ageing and becoming difficult to support as the faxing application had reached the end of its useful life. It also lacked the capacity to support the growing demand consequently impacting the efficient use of faxes as a business solution.

Orica decided it needed a modern, reliable fax solution with capacity on-demand, and a solution that also offered additional redundancy options.

Orica's key business needs required a solution to:

- **Reduce the operational costs and provide accurate costing** for each business unit

- **Support the timely processing** of sales orders

- **Reliability and consistently** receive inbound faxes and deliver outbound faxes

> Not only do we not have to manage ageing infrastructure but also we can easily manage our usage and allocate the actual costs against actual usage for each business unit.
>
> Ron Dean — Contract Manager — IT Shared Services

The Solution: Fax Services for SAP from Esker

Orica uses Esker Fax Services for outbound faxing directly from three SAP systems, via Lotus Notes email, and directly from various back-end applications.

Power users even have access to an individual Esker on Demand account.

> We found with Esker on Demand that we could leverage Esker's fax infrastructure resources, be able to use our existing fax commands, and get the cost advantages that we wanted.
>
> Ron Dean — Contract Manager — IT Shared Services

Benefits

- **Reliability & scalability:** High capacity and no traffic congestion on the fax lines

- **Cost control:**
  - no need to manage an ageing infrastructure
  - ability to accurately cross charge each business unit

- **Business Continuity Assurance:** 24x7 availability with in-built disaster recovery and unlimited scalability

> We do not need to worry about lack of capacity and traffic congestion on the fax lines — the solution is very scalable.
>
> Ron Dean — Contract Manager — IT Shared Services

About Orica

Orica is one of Australia's few truly global companies, with a multi-billion dollar turnover, ranks in the top 40 companies listed on the Australian stock Exchange based on market capitalisation. Orica consists of four business units — Orica Mining Services, Minova, and Orica chemicals. Each business unit is the leader in its chosen market and enjoys a world class reputation.

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