



## Queensland

The Queensland Department of Emergency Services chooses Esker DeliveryWare to maximise its investment in SAP



**Queensland Government**  
Department of **Emergency Services**

### 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 complement the existing SAP environment while also supporting the implementation of a wide-ranging e-business strategy.

“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

### Specific issues faced

DES has 4,500 permanent staff, 2,000 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.

### 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 in a rigorous business planning process where Esker DeliveryWare was 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 DeliveryWare - the business solution

Introducing Esker DeliveryWare 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. 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 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 is currently sending 4,000 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

“The simple implementation of Esker DeliveryWare meant we could offer an efficient distribution of SAP generated documents, and then move on to tackle other e-business projects.”

Gary Taylor ■ Director ■ Finance & Asset Services

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Esker Australia Pty Ltd ■ Unit 13 ■ 9-11 Chaplin Drive ■ Lane Cove NSW 2066 ■ Australia  
Tel: +61 2 8596 5100 ■ Fax: +61 2 8596 5175  
info@esker.com.au ■ www.esker.com.au