



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

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 compliment the existing SAP environment while also supporting the implementation of a wide-ranging ebusiness strategy. Esker Software's Pulse is an intelligent document delivery system.

of conventional communications by fax and post expensive. The challenge for Esker 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.

Pulse helps DES become an ebusiness

Introducing Pulse occurred at an early stage in the DES' strategy for ebusiness. 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 ebusiness strategy was a plan to migrate as many staff and regular vendors as possible to a system of electronic funds transfer (EFT).

"We've now used Pulse for two months and I can confidently say it has contributed to significant savings in time and materials. These cost savings allow my department to add value to other parts of the DES."

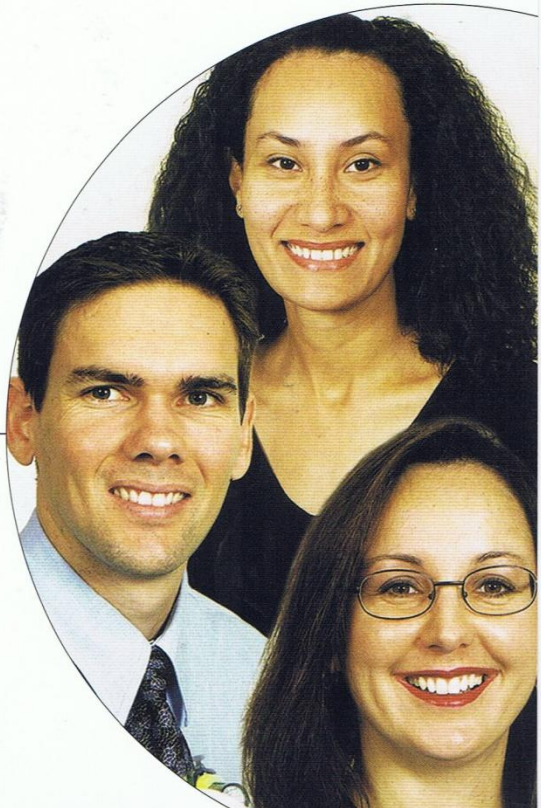
William Johnson, Executive Manager, Finance and Asset Services, Business Systems Unit

The chosen solution had to be painless to introduce and produce immediate results

DES has 4,500 permanent staff, 2000 auxiliary staff and approximately 70,000 volunteers, as well as numerous vendors on its books, making the cost

"Pulse was an initiative which addressed an early element in the ebusiness strategy in one easy package – it saved us direct costs, offered immediate communication with our staff and regular suppliers and, best of all, could be integrated into our existing SAP environment without disruption."

William Johnson, Executive Manager, Finance and Asset Services, Business Systems Unit





"Pulse's simple implementation meant we could offer an efficient distribution of SAP generated documents, and then move on to tackle other e.business projects."

Gary Taylor, Director of Finance & Asset Services

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 Pulse showed staff the benefits of technological innovation, for example, receiving immediate notification of a payment, such as reimbursement for expenses, to their account.

To begin, Pulse is sending 4000 documents per month. This figure is likely to increase as more vendors move to EFT.

Selecting Esker

The Finance and Asset Services, Business Systems Unit, quantified the ROI of Pulse in a rigorous business planning process. Pulse 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.

"Implementation took just two days. This was followed by configuration and knowledge transfer, all carried out by Esker's own SAP accredited consultants. The total process was completed in one week."

Steven Chapman, Project Manager, ebusiness,
Finance & Asset Services

How did Pulse measure up?

- 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 (version 3.1i)
- able to be integrated quickly and easily

"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, ebusiness,
Finance & Asset Services



Esker Software Background

Esker Software solutions enable intelligent access to and delivery of core business information from any data source, in any format, to any recipient. Organisations use Esker software to streamline information exchange, open new channels of communication, and achieve business objectives with new levels of speed and efficiency. Esker extends the reach of information technologies and shortens the distance between people and information. The company was founded in 1985 and is traded on the French Stock Exchange (Le Nouveau Marché: 3581). It has an installed base of two million licensed users worldwide. Esker Software's Australian subsidiary was created in 1997 and provides a vital, local link for service and support in a rapidly growing Asian Pacific market.

Call us for more information on 02 9565 5688 or visit our website at www.esker.com.au

France, Australia, USA,
Great Britain, Germany,
Italy and Spain

Esker Software
The Newtown Business
Centre, Level 2
Suite 204
1 Erskville Road
Newtown NSW 2042