



Esker's Electronic Document Delivery is a sure bet for TAB

When TAB Limited ('TAB'), Australia's largest wagering operator, needed to deliver its financial documents faster than by post, it sought the advice of SAP experts, Esker Software and chose Esker's electronic document delivery product, Pulse. The technology works seamlessly with SAP and is managed with ease in-house by TAB without the expense of external consultants.

Simon Nott, Systems Accountant at TAB explains, "To speed up our Accounting functions, we started moving more of our payments across to EFT (Electronic Funds Transfer) which reduces costs and improves productivity of our Accounts Payable department. However, when requested by vendors, we were still manually printing and posting the payment advices, which would then arrive a couple of days after the electronic payment had been made. We wanted to automate delivery of advices to catch up with the electronic payments."

Simon continues, "the solution we sought had to deliver:

- SAP compatibility
- Total reliability
- Speed of output
- Efficiency and increased productivity."

"As a SAP site we wanted to send payment advices instantly from the SAP system directly to the payee."

Simon Nott, Systems Accountant

SAP experts recommend Esker's Pulse

Simon adds, "We investigated a shortlist of products and engaged the help of a SAP consultant to find the solution that worked best with SAP. Esker's Pulse offers superior SAP compatibility AND all the functionality we require.

Only Pulse delivers seamless document management from SAP without the expensive ongoing maintenance from SAP specialists that other products require.

Esker's practical demonstration to our evaluation team, including our IT department, was impressive and led to an early decision to install Pulse."

"Pulse is new technology but is as safe as any software product. It is the logical next step from automated faxing from a team who are experts in this field and belong to a company with a worldwide presence."

Simon Nott, Systems Accountant

Innovative technology backed by a worldwide organisation

Simon comments, "Pulse uses Esker's unique General Document Recognition technology to send and receive documents from any application (e.g. ERP, CRM, Notes, Exchange) on any server and deliver them as email, fax, publish to Web, or even transmit via mobile technologies like WAP and SMS."





"I am an Accountant, not an IT expert, and I find Pulse is an excellent, easy and low maintenance system."

Simon Nott, Systems Accountant

"Once the forms are set up for each function, for example Purchase Orders, it runs itself."

Simon Nott, Systems Accountant

The solution in action

Simon recalls, "Esker worked on-site and had the system up and running within days. The few teething problems we encountered were quickly resolved. For response and service Esker has been excellent." He continues, "In our Finance Department, we're using it in three ways:

- **EFT:** Our use of EFT is growing daily as more payments go electronically. We use Pulse to fax or email the advice as the payment is made.
- **Purchase Orders:** There has been a big margin for error in the manual faxing of our Purchase Orders as many arrive unclear or incomplete. Pulse will handle our weekly pile of Purchase Orders in a fraction of the time, giving us a reliable record and saving us printing paper records.
- **Customer invoicing:** In the near future we will be invoicing hundreds of registered clubs every month, often sending multiple documents every week to each venue. Manually faxing this growing volume of invoices is unmanageable so we are about to automate delivery with Pulse. This will save us endless hours of labour and paperwork."

TAB's Data Monitoring Service (DMS) is another division of the company using Pulse's email and automated faxing capability. Pulse sends and receives large volumes of communication via Outlook from the desktops of its 60 staff, replacing long hours of manual faxing. DMS reviews data from electronically connected gaming machines and calculates the duty payable, using Pulse to communicate with venues.

Measuring the benefits

Simon comments, "The winners with this new solution are:

Our vendors:

They are happy because they receive their money more quickly and are advised immediately of the payment.

Accounts Payable & DMS:

Our people love the efficiency and speed of sending information. It frees them up to spend time on other value added activities.

Our shareholders:

Email has to be the cheapest form of communication so the switch from post to email guarantees significant savings, in addition to labour gains. Implementing this technology permanently reduces our back office administration costs, delivering a better return to our shareholders in the long term."

"Most money saving opportunities actually cost you in terms of reliability but Esker's Pulse gives us the perfect WIN-WIN situation; we are cutting costs AND improving service and efficiency."

Simon Nott, Systems Accountant

General departmental efficiency:

"We have reduced paperwork as all the core information is stored in SAP and can be reprinted if required. We can route incoming faxes to email and discard junk messages without printing."



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 Marche: 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.

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