



Bunnings

Esker DeliveryWare... a power tool for Bunnings



Bunnings Building Supplies is the retail chain best known for offering Australia's widest range of products and services in the DIY and home building industry. The company's acquisition of high profile BBC Hardware – which includes Hardwarehouse, BBC and Benchmark stores across Australia and New Zealand – transformed Bunnings into a retail giant overnight.

Configuration

- **System/applications:** IBM mainframe running proprietary ORION information management system
- **Required output:** High-volume automated fax and email, with ability to add web document delivery
- **Esker DeliveryWare System:** Esker DeliveryWare, connected to host via TCP/IP, with a capacity of 2,500 documents per day.

The business challenge

Communicating with the additional stores and suppliers tripled the volume of documents being handled by Bunnings, crippling its existing custom built fax system.

Bunnings sought a new document delivery solution capable of managing high volumes with ease and, importantly, efficiently integrating with the sophisticated Digital Supply Chain system also being implemented. Only EskerDeliveryWare provided a low maintenance end-to-end solution to Bunnings' requirements.

Bunnings' 17,000 staff are responsible for more than 200 stores and a complex supplier network spread across Australia. Didi Hidayat is System Architecture Manager in the company's 90 strong Information Technology and Telecommunications (IT & T) department. He explains, "With the acquisition of BBC Hardware we estimated receiving three times the volume of faxes, which would bring the old custom-built system to its knees. We needed an electronic document delivery system that could handle large volumes with speed and accuracy and meet our growing needs."

Finding an effective business solution

Bunnings became aware of Esker through a Gartner Group report on fax software. Didi comments, "The alternatives were more complicated and require greater maintenance. A demonstration by Esker left us in no doubt that the Esker DeliveryWare was the obvious choice for us."

Esker DeliveryWare – The business solution

For Bunnings the advantages that set Esker's solution apart from the rest were:

- No need for middleware
- Low maintenance and managed in-house
- Great value
- Local service and support

Bunnings' Digital Supply Chain electronically delivers remittances, delivery advice, catalogue and sales information to trading partners. Esker DeliveryWare was integrated with the system without the need for extensive changes to existing applications.

Automating delivery of Purchase Orders between stores and suppliers was the first priority.

An effective system of Purchase Order delivery is vital to the smooth operation of stores – and for the relationships between outlets and suppliers.

“Of the three solutions we reviewed, Esker DeliveryWare, TopCall and RightFax, Esker's is the only solution that does not require middleware between the fax software and the application.”

Didi Hidayat ▪ System Architecture Manager
▪ Bunnings Building Supplies

Delivering on ROI

Didi explains, "We use Esker DeliveryWare to send 18,000 Purchase Orders a month and it does the job with more accuracy and in half the time of our old system."

"Usage will increase to 30,000 a month as stores and Head Office gradually automate more of their daily communications. We plan to use the Esker DeliveryWare in our Credit Service Department to handle customer correspondence."



I would advise other companies to automate delivery of their business critical documents. Esker DeliveryWare will give them efficiency and reduce costs in their operation. The era for sending documents manually is gone."

Didi Hidayat ■ System Architecture Manager ■ Bunnings Building Supplies

Using the Esker DeliveryWare means documents reach the recipient instantly and Bunnings receive automatic confirmation of the delivery, providing an important record of all communication.



The implementation has been so successful we plan to introduce it in our New Zealand stores as they are still manually faxing documents."

Didi Hidayat ■ System Architecture Manager
■ Bunnings Building Supplies

Future proofing capabilities

Bunnings currently deliver their documents via fax but have not ruled out the opportunity of sending documents via email and in PDF format in the future. The Platform's capacity to send and receive in any format via fax, email, SMS or XML makes it a solution that will fit their business as it continues to grow.

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Didi comments, "*Esker DeliveryWare has already served us very well. The feedback from our suppliers has been great, they are very happy with the new system and the improved efficiencies it delivers. Internally we are reaping the benefits of reduced staff time spent handling paper documents. We are also reducing our paper and postage costs.*"