



Lafarge Plasterboard Pty Ltd

Lafarge Plasterboard cuts invoice processing time by 95%, gains big savings with Esker DeliveryWare



Lafarge Plasterboard Pty Ltd manufactures and distributes plasterboard and associated products to the Australian market through its national distribution network of Lafarge PlastaMasta Centres. The company has manufacturing facilities in Matraville (Sydney) and Altona (Melbourne) producing both residential and commercial building solutions. Deployed as part of a wider organisational push to become more competitive in the Australian market through increased internal efficiencies, Esker DeliveryWare has automated Lafarge Plasterboard's invoicing and order confirmation processes at its Sydney head office.

Configuration

- ERP: SAP
- Environment: Windows 2003
- Training & Implementation: Esker Professional Services Team

Business drivers:

- Improve customer service by faster turnover of invoices and order confirmation
- Process and operations costs efficiencies
- Free up staff resources that can be deployed more effectively elsewhere

on Demand. "The ability to automate these processes has allowed us to save up to £1,6 on operational costs per month," said Mr James. "We've also experienced considerable efficiency savings. For example, when we used our old manual processes, customer order confirmations would take up to 10 minutes per order confirmations. We now have it down to approximately 30 seconds. This represents a time saving of 95%. By reducing manual processes, our staff can be redeployed to do other more value adding tasks," Mr James continued. "Our customers receive paper-work a lot quicker which translates into much improved customer service levels. Moreover, DeliveryWare has effectively removed unnecessary time and costs associated with key procedures of our business. This will play an integral role in building a more robust organisation set to take on the competition," Mr James said.

Business Driver

Streamline business process, reduce postage, printing and labour costs in order to prepare the company for aggressive growth. In the past, Lafarge Plasterboard's customers would place orders through a number of distribution outlets. Orders were received via fax. An order confirmation was then manually faxed to the customer. This time consuming and often inaccurate process involved up to 10 people. To enable the company to realise its plans for aggressive growth the order management process was selected for automation.

"We selected Esker after reviewing another application due to the strong recommendations we received from other Esker customers and our partner in New Zealand," said Steve James, Information Systems Manager at Lafarge Plasterboard.

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Steve James ▪ Information Systems Manager
▪ Lafarge Plasterboard

Results

Esker DeliveryWare has improved the internal efficiencies of Lafarge Plasterboard's internal process and has led to considerable cost savings.

Since its implementation in late January 2005 on the MS Windows 2003 operating system, DeliveryWare has enabled all the company's customer confirmation communications to be issued directly from SAP, the legacy ERP application, to customers via Fax

How Lafarge Plasterboard Got There: Implementing Esker DeliveryWare

Lafarge Plasterboard went live with Esker DeliveryWare in January 2005. Esker's Professional Services Team provided training and helped in the installation of the solution. "Esker has one of the best applications of its type in the market today. We were impressed with the product's simplicity, rapid ROI as well as its smooth fit with SAP," Mr James said. "Esker's team did a wonderful job in implementing the system, taking only three days to complete the rollout. Our staff has been very impressed with the support we have received since that time. It was a very smooth deployment and the application is very much fit for purpose."



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Steve James ■ Information Systems Manager ■ Lafarge Plasterboard

The Future

"Building on the initial success of this project we are now looking to further our business processes such as EFT processing in the finance department and statement processing in the credit department," Mr James said. "Additionally, our plan is to automate our invoicing process and aim to cut invoicing time from up to three days to one day. With a considerable number of invoices processed each month - and more expected down the track - we are very excited to include this key automated process to our operation."

About Esker

Esker DeliveryWare is a solution to reduce the use of paper within business processes. Esker DeliveryWare automates the exchange of critical business documents between customers, business partners, and suppliers — regardless of source, format, or destination.

Esker DeliveryWare helps you manage all your business communication through a single and universal platform. If your business applications can print, with Esker DeliveryWare you can immediately mail, fax, email, archive, generate PDFs, go mobile, and customise all your business documents.

Esker DeliveryWare can deliver the following benefits to your organisation:

- Streamlined business processes
- Significant cost reduction
- IT infrastructure simplification and optimisation
- Enhanced customer satisfaction
- Quality assurance



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Steve James ■ Information Systems Manager
■ Lafarge Plasterboard

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