



## TAB Limited

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 the postal system allowed, it sought the advice of SAP experts, Esker Software and chose Esker DeliveryWare as the best suited solution. The technology works seamlessly with SAP and is managed with ease in-house by TAB without the additional expense of external consultants.

### Challenge

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."



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

Simon Nott ■ Systems Accountant ■ TAB

### Specific issues faced

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

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

### Finding an effective business solution

Simon adds, "We investigated a shortlist of products and engaged the help of an SAP consultant to find the solution that worked best with SAP. Esker DeliveryWare offered superior SAP compatibility and all the functionality we require."

Simon comments, "The solution 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."

### Esker DeliveryWare – the business solution

He continues "Only Esker DeliveryWare delivers seamless document management from SAP without the expensive ongoing maintenance from SAP specialists that other products require.

In our Finance Department, we're using it in three ways:

- **EFT:** Our use of EFT is growing daily as more payments go electronic and we use the Platform 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. The solution 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 Esker DeliveryWare. This will save us endless hours of labour and paperwork."



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

Simon Nott ■ Systems Accountant ■ TAB

TAB's Data Monitoring Service (DMS) is another division of the company using the Platform's email and automated faxing capability to send and receive 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 Esker DeliveryWare to communicate with venues.



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

Simon Nott ■ Systems Accountant ■ TAB

## Delivering on ROI

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.
- **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."

## Working with esker

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

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."

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