



*Extending the Reach of Information*

## **PRESS RELEASE**

# **Lafarge Plasterboard Gains Big Savings with Esker DeliveryWare Platform**

SYDNEY, 15 August 2005 – Lafarge Plasterboard Pty Ltd has implemented Esker DeliveryWare Platform 3.5 to streamline business process, reduce postage, printing and labour costs.

Deployed as part of a wider organisational push to become more competitive in the Australian market through increased internal efficiencies, Esker's DeliveryWare Platform (DeliveryWare) has automated Lafarge Plasterboard's order confirmation processes at its National Customer Service centre.

Lafarge Plasterboard manufactures and distributes plasterboard and associated products to the Australian market through its national distribution network of Lafarge PlastaMasta Centres. It forms part of the Gypsum Division of the Lafarge Group, the world's leading producer of building materials. DeliveryWare now enables all the company's customer confirmation communications to be issued directly from SAP, the legacy ERP application, to customers via email or Fax on Demand. "The ability to automate these processes has allowed us to save some \$3000 on operational costs per month," said Steve James, Information Systems Manager at Lafarge Plasterboard.

"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 confirmation. We now have it down to approximately 30 seconds. This represents a time saving of a 95 per cent.

"By reducing manual processes our staff can be redeployed to do other more value adding tasks," Mr James continued. "Our customers receive paperwork 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.

"We selected Esker after reviewing another application due to the strong recommendations we received from other Esker customers and our partner in New Zealand.

"We were also impressed with the product's simplicity, rapid ROI as well as its smooth fit with SAP," he concluded.

“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.”

news ends

For more information, please contact:

Susan Wyer  
Esker Software Australia  
Tel: (02) 8596 5100  
Email: [susan.wyer@esker.com.au](mailto:susan.wyer@esker.com.au)

#### **About Esker**

Esker enables organisations to realise all the business advantages and financial benefits of effective document management **through intelligent delivery of vital business information**. Esker's customer's benefit from streamlined business processes, reduced costs, simplified IT infrastructure, enhanced customer satisfaction, and quality assurance. Esker solutions include:

- ◆ Esker DeliveryWare Platform
- ◆ Esker Fax™, Esker Fax for Notes, and Esker VSI-FAX
- ◆ Esker Host Access, Persona® by Esker, SmarTerm® by Esker, and Tun® Plus by Esker.

With over 70,000 customers worldwide, Esker solutions are used by market leaders in every field, such as EMI Music Australia Pty. Ltd., Queensland Department of Emergency Services, Australian Environmental Protection Agency, Redeal New Zealand, Sony Australia, Starbucks Coffee Company Australia Pty. Ltd., TAB Limited, Travelex Australia, and Winstone Wallboards New Zealand.

Founded in 1985, Esker's global operations span North America, South America, Europe, and Asia/Pacific with millions of licensed users worldwide. Esker's Asia Pacific headquarters based in Australia were established in 1997. For more information, visit <http://www.esker.com.au>

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