

Creating effective customer-facing documents



Thiess

www.Thiess.com.au

Challenge

To implement a flexible document generation solution that saves time and money

Solution

Adobe solution implemented by Xcellerate IT

Benefits

Thiess' Adobe solution creates the right documents in the right format and distributes them directly from the system

Adobe solution enables professional and document generation

Established in 1933, Thiess is one of the leading integrated engineering and services providers in Australasia with operations throughout Australia, South East Asia and the Pacific.

The company's core activities include building, civil engineering, mining, process engineering, oil and gas, environmental services, utilities services, telecommunications, and facilities operations and maintenance.

Challenge - The need for cohesion

Thiess requires a vast amount of documentation for its diverse customer and supplier base. They include both internal and external documents such as invoices, purchase requisitions, statements, hire orders and cheques. Thiess produces more than 125,000 purchase orders and over 43,000 cheques per annum.

Further complexity is added with different languages and the need for different documents to suit different locations.

Thiess needed a system to print, fax and email documents on demand and to streamline document processing. This new solution had to be compatible with Thiess' legacy system during the transition to PeopleSoft EnterpriseOne (formerly JD Edwards OneWorld).

A further issue for Thiess was the printing of cheques on pre-printed stationery. PeopleSoft EnterpriseOne did not have the required cheque printing capabilities and Thiess' legacy software was experiencing difficulties printing cheques to the pre-printed stationery. The cost of having stocks of pre-printed stationery in multiple locations was also an issue.

As Thiess' operations span across urban and country Australia and document solution had to produce compact files to reduce network bandwidth is used as efficiently and cost effectively as possible.

Success - Professional and practical document workflow

Brett Milton, Enterprise Systems Manager of Thiess, wanted a solution that would ensure professional and practical document generation. The solution needed to be compatible with PeopleSoft EnterpriseOne and Thiess' legacy system.

"The Adobe solution presented by Xcellerate IT exceeded the selection criteria further than the competitor's products. I had the added piece of mind after speaking to companies larger than Thiess who were using it successfully. The solution offered smaller file sizes, was easy to use and was well supported," he said.

The Adobe solution was implemented to streamline the document generation processes of the organisation. Initially it was used to replace pre-printed cheques in the legacy system. It was then rolled-out with the PeopleSoft solutions to

produce 18 different forms on demand in PDF, to either print, fax or email. These forms could then be used across several companies, each with customised details such as logos and addresses.

Whether in Australia or Indonesia, end users have experienced no disruption and haven't required special training. "Thiess staff don't have to make decisions about the kind of document they want. They choose the specific document they need, such as a purchase order and the system identifies whether it needs to be processed through the Adobe Solution. This process is seamless," he said.

Business Benefits

Cheque production is a major part of Thiess' printing requirements. The implementation of the Adobe system has enabled the company to streamline its cheque printing facilities from 10 printers, using different stationery for each Thiess company, to two printers using the same cheque stock. "The new system is secure, accurate and saves staff time and headaches," according to Brett Milton.

- Enhanced customer and supplier relationships through professionally presented documents in English or Indonesian as required, tailored to meet business and legal requirements;
- Minimised IT burden through ease of integration with legacy systems and ability to build on existing infrastructure;
- Improved network efficiency through reducing traffic flow and eliminating bottlenecks.

"Xcellerate IT worked with us to develop a system based on Adobe software which has the flexibility to meet our business needs. We save money every time we print a cheque or other documents, and the people who use the system are happy, which has to be good," concluded Brett Milton.



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