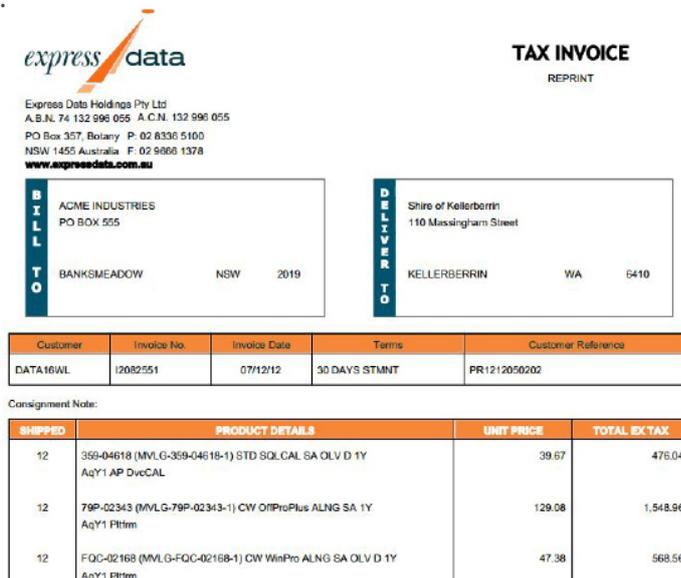# UNIWARE *A Case Study*

Express Data

ABOUT EXPRESS DATA

Express Data is Australia and New Zealand's leading ICT distributor in the enterprise and Small to Medium Business (SMB) networking sector.

Express Data`s head office is based in Sydney and was incorporated in 1996. With a workforce of over 380 employees, Express Data works towards delivering exceptional customer service, leading edge products and technology from world leading brands while growing its value added offerings.

THE CHALLENGES FOR EXPRESS DATA

As Express Data continues to expand, increased pressure was placed on manually processing invoices, credit notes and statements. Express Data (ED) and Express Online Account Receivable (EXOL) found this process expensive, time-consuming and cumbersome.

BACKGROUND TO I.T. SYSTEMS

The vision for PDF invoicing was introduced by Greg Maher, National Credit Manager at Express Data and this project was in the workings since June 2012.

Initially Justin Gledhill, Senior Applications Developer for ED and EXOL, investigated what systems and/or products were available and which could deliver the most benefit for the price both companies were willing to pay. After evaluating a number of products he began a proof of concept using the Forms Service from Uniware Pty Ltd. Feedback from the proof of concept showed that the Uniware Forms Service would fulfil the business requirements of the project.

INDUSTRY

Express Data is Australia and New Zealand's leading ICT distributor and specialises in advanced network technology solutions.

CHALLENGE

Inefficient and expensive process to manually generate invoices, credit notes and statements.

SOLUTION

Implementation of Uniware`s Automated Forms Service

RESULTS

Enormous efficiency improvements

Huge financial savings up to $250,000 per annum

Fully automated processes

Environmentally friendly company

TESTIMONIAL

"The best thing about this system is that now it is automatic, if I'm not in one day, the system will automatically issue the invoices, which eliminates any delay in invoicing customers as well as the risk of an invoice going missing."
Greg Maher- National Credit Manager

OZISP   Xceed web development   *Just-IT*

BACKGROUND TO I.T. SYSTEMS CONTINUED

Following this, the E-Business Applications team worked to integrate this tool into current systems, and thoroughly test it. As part of the integration, each customer was contacted and informed that ED and EXOL were implementing a paper free invoicing, credits and statement PDF process which was managed by Greg and the Express Data and Express Online AR teams.

REALISING THE OPPORTUNITIES

ED and EXOL are now using Uniware`s Forms Service and are capable of emailing invoices, credit notes and statements directly to their customers. Invoices and credit notes are sent automatically each day and statements are sent out automatically at the end of each financial period. Ad hoc copies of those documents can also be sent at any time. As a result ED and EXOL will no longer post 250,000 documents per year (based on current usage) and will therefore save on postage, processing, time and resources, this will add up to savings of approximately $250,000 per year. A process which used to take Greg and his team up to 3 days has been almost completely automated.

Based on the success of this initial project, both ED and EXOL are looking to expand use of the Forms Service to other areas of business in order to recap further cost savings and process efficiencies.

This development is also saving a huge amount of paper making ED and EXOL greener and more environmentally friendly, which is a significant contribution to ED`s ISO14001 certification.

"The best thing about this system is that now it is automatic, if I'm not in one day, the system will automatically issue the invoices, which eliminates any delay in invoicing customers as well as the risk of an invoice going missing."
Greg Maher- National Credit Manager

EXPRESS DATA TODAY AND TOMORROW

Today; Express Data are leveraging other features of the Forms Service tool that are not widely known on high-profile projects. Express Data send automated email communications in HTML which provides them with well formatted readable messages.

Tomorrow; The Uniware Forms Service provides ED and EXOL the ability to deliver other business documents in print or electronic format. This may include barcodes, images and watermarks which Express Data can design into their own styles.

Uniware Forms Services - Empowering Express Data!

Uniware members include Xceed, OzISP and Just-IT:

Xceed - Our Web development studio offering more than Web design. Services include Web Application development, Content Management Systems, Search Engine Optimisation, E-commerce and E-marketing.

OzISP - our Internet Service provider offering fast & reliable Internet Access, accessible from anywhere in Australia, with simple no-fuss internet plans and site hosting designed to suit your needs.

Just-IT - specialises in providing IT solutions and services for Small to Medium enterprises. From servers and desktops to VoIP telephony, networking or backup, Just-IT has a product or solution to fit.

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