



SUCCESS STORY
EYES & HANDS FORMS

SEGMENT:
TELECOMMUNICATIONS

COMPANY:
TELSTRA

COUNTRY:
AUSTRALIA

“Fully recommended”

Telstra is Australia's leading carrier providing a full range of data, Internet and voice services in the Asia Pacific region. The markets in which Telstra operates have undergone significant liberalization in recent years and in 1997, the telecom market was opened to full competition. Telstra employs over 50,000 staff globally.

Centralization

Since 1995 Telstra has been centralizing their accounts payable processing from over 60 sites to a single site. This was achieved in late 2000. In conjunction with this centralization the opportunity to use technology to obtain further improvements in productivity was being considered. After market study, Eyes & Hands FORMS was chosen to deliver the productivity gains and subsequent cost reductions. “The prime objective for installing FORMS was to reduce costs in the accounts payable process. Data keying was seen as a non-value adding function”, explains Neal Rolfe, Shared Services Manager.

Large volumes

FORMS was initially installed in November 2000 to process accounts payable payment authorization forms. Telstra also plan to use FORMS to read index information off other types of documents that require archiving and ad hoc retrieval. Currently they handle about 240,000 accounts payable forms per year but as Rolfe explains, “with the introduction of an additional five or six forms, annual volumes will increase up to 1.5 million forms.”

Many advantages

“There are two main advantages to using FORMS as opposed to data keying/transcription. Firstly it reduces unit costs in accounts payable processing. Secondly, it frees up staff from the time consuming keying role, allowing their expertise to be more effectively used in other areas, such as handling escalated accounts issues. In addition, training costs are reduced as

training staff in the processing of forms can be done quickly on the job, as opposed to significant classroom training when keying into a mainframe system. Lower unit costs and speed of processing would be the major advantages. In addition, transcription errors are also minimized”, says a very pleased Neal Rolfe.

Staff savings

“The FORMS product has met our expectations in that it has proved to be very reliable and more importantly, able to be managed by non-technical staff for we are able to create form definitions for new or amended forms ourselves without the need to involve ReadSoft or computer personnel. The direct staff saving to date for the accounts payable process is approximately eight. However, this is expected to increase with the penetration of ICR forms to about twelve.”

Knowledge transfer

“Support of the ReadSoft product has been good. However, because the software has been performing very well since we went into full production, little support has been required. With regards to education, one of my prime requirements when selecting an ICR vendor was that there needed to be a knowledge transfer to my staff so that we could be self-supporting in normal day-to-day activities, e.g. amending form definitions or creating new ones. This has certainly been achieved.”

Fully recommended

Telstra to date have been very satisfied with the result and are looking for new applications for the FORMS product within their large organization. In addition, they are planning to move to the INVOICES product to take the next step forward in streamlining their business process. As Telstra's Neal Rolfe concludes, “I have no hesitation in recommending the software to any potential user”.

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