

# ETSA Utilities reduces SAP Payroll Overheads with MESSAGEmanager and ReadSoft

*For over 50 years  
ETSA Utilities has been  
delivering energy to  
South Australians.*

*ETSA Utilities also  
provides services to  
government, business  
and residential sectors  
in the deregulated  
environment.*

## More information

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To maintain a competitive edge in a deregulated market, ETSA Utilities found it necessary to reduce operating costs. An area identified where costs could be reduced was the payroll process.

Capturing data on timesheets involved the capture of handwritten data contained on pre-formatted timesheets faxed in from employees in the field. This data was manually entered into SAP HR Payroll application by ETSA employees located in various depots around the state.

Now, every fortnight, ETSA crews, fax to head office 350 multi-page, pre-formatted, handwritten timesheets from various locations across South Australia.

The timesheets are received and processed by MESSAGEmanager FAX and routed to network folders according to location. ReadSoft DOCUMENTS for Forms scans the TIFF file copy of the handwritten data and after a verification process, enters the information directly into ETSA Utilities' SAP Payroll system.

ETSA Utilities has been using MESSAGEmanager to send purchase orders by fax from SAP since 1997. The new incoming document processing features enabled ETSA depot staff to attend to more productive tasks. **"The major benefit this project brings to ETSA Utilities is reduced payroll staff overheads,"** said Ken Restall, IT Senior Analyst at ETSA Utilities. **"It's working so well, we're looking to expand the system to include the data capture of vendor invoices into SAP."**

Serving approximately 793,000 customers, ETSA Utilities supports a network comprising 382 zone substations and about 85,500 kilometres of powerlines valued at approximately \$2.6 billion. Employing more than 1670 people, ETSA Utilities is the fifth largest distributor in the Australian National Electricity Market.

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