



AT A GLANCE

THE CLIENT

QUEENSLAND TRANSFER SERVICES

THE NEED

DEALING WITH 29 PLUS QUEENSLAND STATE GOVERNMENT DEPARTMENTS AND AGENCIES, 80 REMOVAL CONTRACTORS AND UP TO 50 TENDERS A DAY, REMOVAL BROKER, QUEENSLAND TRANSFER SERVICES (QTS) SOUGHT TO STREAMLINE ITS BUSINESS PROCESSES AND IMPROVE COMMUNICATIONS WITH ITS SUPPLIERS AND CUSTOMERS.

THE SOLUTION

AN E-BUSINESS SOLUTION THAT PROVIDES ALL QTS STAKEHOLDERS WITH INDIVIDUALLY TAILORED, SECURE ONLINE ACCESS ACROSS QTS' OPERATIONS.

THE ENVIRONMENT

LOTUS NOTES/DOMINO INTERNET TELSTRA BIG POND WEB HOSTING

Improved communication, lower costs



Queensland Transfer Services (QTS) is the provider of removal broker services to the Queensland State Government.

Each year, QTS is responsible for moving thousands of police, teachers and other government employees around the state - many to very remote areas. This involves communicating with 29 plus government departments, agencies and their employees, as well as 80 removal contractors bidding for up to 50 tenders a day.

As a broker for the Queensland Government, QTS must also demonstrate a fair and just selection system for competitive tenders. This means keeping track of which contractors receive tenders and which reply, as well as independently validating all quotes received.

In 1999, QTS found itself burdened by 'paper warfare', receiving in excess of 45,000 faxes per year. During the busiest season, the company received up to 400 faxed tenders. These had to be manually sorted and validated by QTS staff adding up the price components for comparison.

According to former QTS Manager, Mr Jim Cumerford, the company's paper-based operation had become onerous.

"QTS had to find a better way to issue tenders, as well as provide government departments and their employees with more accurate and timely information concerning relocations," he said.

"The audit trail for all QTS' business processes and procedures also had to be made more transparent to the Government. We also wanted to improve our level of reporting by making better use of statistics gathered on the real cost of relocations."

Another challenge was to issue remote area government employees with their removal information kits and process their forms quickly. Using regular mail, relocations had (at times) been completed prior to the paperwork being finalised.



Following discussions with Dialog, Mr Cumerford agreed that QTS had to find a way to improve its lines of communication, business procedures and processes.

"WE HAD TO USE TECHNOLOGY TO GET TO THE NEXT LEVEL, RATHER THAN EMPLOY MORE PEOPLE. WE HAD TO REMAIN COMPETITIVE WITH OUR PRICING - SO WE HAD TO FIND ECONOMIES IN THE WAY WE DID BUSINESS."

Using Lotus Notes/Domino and Internet technologies, Dialog's answer was to build an e-business solution that would act as a communication hub for all QTS stakeholders.

The solution consists of a web site (hosted by Telstra Big Bond) and extensive database. The web site - www.qts.com.au - features secure online access to pre-designated areas or 'portals' tailored specifically for government departments, relocating employees and removal contractors. It is replicated four times a day against a database containing removal requests, authorisations, tenders, orders, invoicing and management reports. This ensures that all parties have access to the same, regularly updated information across QTS' operations.

The solution also automatically handles GST. Input credits are generated from contractor's invoices and offset against debits raised on invoices to the government departments & agencies without the need for QTS staff intervention. A new monthly report is available for the preparation of the ATO BAS statement.

QTS

WE ARE LOOKING TOWARD THE FUTURE WITH OPTIMISM. PART OF OUR STRATEGY IS TO STREAMLINE OUR BUSINESS PROCESSES EVEN FURTHER BY CONTINUALLY IMPROVING OUR IT.



- MR ALEX WATT, MANAGER, QTS

TRIALS

The Education Department is currently trialing two new additions to the QTS system. These include automated authorisation notification and an automatic invoicing facility that is formatted for direct input into Government department and agency SAP accounting systems.

man-hours more effectively by devoting more time to offering quality customer service and improving information flow.

"Our Call Centre operators now have the necessary information at their fingertips to quickly and efficiently answer inquiries relating to an employee's move, removal request, approval, contractor and account within seconds."

Mr Watt said the online availability of removal information kits via departmental intranets or the Internet, has successfully addressed the need to provide remote area employees with faster access to information. Employees can now register their removal requests electronically, receive their kits online and return completed forms immediately.

Online availability has also created savings that are now being channeled into continual customer service improvements.

FOR EXAMPLE THE KITS WERE PREVIOUSLY PRINTED AND MAILED OR DELIVERED TO GOVERNMENT DEPARTMENTS. COMBINED WITH SAVINGS FROM OTHER PRINT-RELATED CONSUMABLES SUCH AS PAPER, TONER AND CARTRIDGES, QTS HAS SAVED UP TO \$50,000 A YEAR IN COMMUNICATION COSTS ALONE.

Mr Watt said it was now the norm for all QTS contractors to review tenders on offer via the Internet and respond to tenders that best suit their capability.

"This practice has been in place for 18 months and is well accepted even by panel members who were unsure whether the QTS web site facility would be a success. Contractors know they don't have to worry about missing faxed or posted tenders. They also know that their responses are securely logged providing a clear, easily audited path for either QTS or the Queensland Government to track the tender process."

REPORTING IMPROVEMENTS

Using the QTS web site, government departments can now create their own reports and choose to drill down for further data. Armed with private access codes, they can perform an audit at any time without setting foot outside the office. The information accessed is also more up-to-date.

"QTS is very proud of the system and very pleased with the results that Dialog has delivered," Mr Watt said.

WE ARE LOOKING TOWARD THE FUTURE WITH OPTIMISM. PART OF OUR STRATEGY IS TO STREAMLINE OUR BUSINESS PROCESSES EVEN FURTHER BY CONTINUALLY IMPROVING OUR IT. THIS WILL INCREASE EFFICIENCIES FOR GOVERNMENT CONTRACTORS AND QTS, AND ALLOW GOVERNMENT EMPLOYEES TO RECEIVE AND RESPOND TO INFORMATION

RESULTS

Both QTS and its stakeholders have all experienced tremendous efficiencies and improvements in service as a result of the system.

According to QTS Manager, Mr Alex Watt, the web site has reduced the company's paper warfare by 70 percent.

"The web site is user friendly with government departments, employees and contractors all confident in using the facility," he said. "Investing in Information Technology has helped QTS reduce the costs associated with man-hours of sorting through thousands of faxes. We are now able to use those

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