Empowering communities.

AusNet Services delivers energy to millions of Australians by streamlining operations and procurement with SAP Ariba and Adobe Sign.

"With speed, efficiency, and auditability, Adobe Sign is a powerful tool that helps us improve operations to keep energy flowing for our customers."

Cor van der Scheer, Procurement Processes & Systems Manager, AusNet Services

SOLUTION

Adobe Sign, an Adobe Document Cloud Solution

SAP Ariba, Microsoft SharePoint

RESULTS

Reduce contract signing time to **TWO DAYS**

Get 150 signatures **AT ONCE** with little effort

Demonstrate compliance with **AUDIT TRAILS**

REDUCE resources with automated workflows

AusNet Services

Established in 2005

Employees: 2,700

Melbourne, Australia

www.ausnetservices.com.au

LinkedIn

CHALLENGES

· Deliver a reliable energy service to over a million homes and businesses 24/7

· Streamline internal workflows to create efficiencies and effectiveness

· Improve regulatory compliance with traceable audit trails

Delivering energy to 1.3 million homes and businesses for almost 100 years

From the first cup of coffee to a hot shower at the end of the day, AusNet Services delivers energy to millions of Australians safely and reliably, 24 hours a day, seven days a week.

AusNet Services delivers energy via 6,500 kilometers of electricity transmission lines that connect to a distribution network spanning more than 50,000 kilometers. AusNet Services also delivers gas via 10,000 kilometers of pressurized gas distribution pipelines.

If moving energy is difficult, keeping it flowing smoothly isn't any easier. AusNet Services repairs tens of thousands of meters, power poles, and other equipment annually. Customers rely on AusNet Services for their comfort and safety. Company repair teams work around the clock to provide continuous service, and they need to have immediate access to the equipment, systems, and other back-end business processes to keep services flowing to customers.

When Cor van der Scheer, Procurement Processes & Systems Manager at AusNet Services, joined the company, he was asked to re-evaluate procurement processes to help AusNet Services deliver the best possible energy services to customers. He determined that AusNet Services' procurement contract administration needed three things: speed, auditability, and efficiency. The solution was SAP Ariba and Adobe Sign, an Adobe Document Cloud solution.

"We investigated a variety of e-signature solutions, however, Ariba recommended Adobe Sign as its preferred partner," says Mr. van der Scheer. "The Adobe reputation carries weight, and we knew we could trust Adobe for security and evolving functionality for years to come."

On the job 24/7

A well-oiled procurement cycle keeps maintenance teams supplied and recovery times to a minimum for customers. Procurement contracts can range from five-page price adjustments to detailed construction contracts, which can include hundreds of pages of appendices with statements of work, specifications, technical and CAD drawings, and other supporting documents.

Before Adobe Sign, the process for getting about 400 contracts signed could be time consuming and unnecessarily complicated for internal and external stakeholders. Now that Adobe Sign is integrated with SAP Ariba, contracts are sent and signed with just a few clicks, shaving weeks off of the procurement cycle.

"Our executives were very pleased with the speed of Adobe Sign. Signed contracts are delivered to their email inboxes in an average of two days instead of four weeks," says Mr. van der Scheer. "We can start improvements and new construction faster to deliver on our commitment of offering reliable services 24/7."

Acting with integrity

One of AusNet Services' core values is "We do what's right." That means acting with integrity and understanding how decisions affect company stakeholders. AusNet Services uses the audit trails in Adobe Sign to assure customers and regulatory organizations alike that the company is fully compliant.

"Previously, administrators manually entered contract information into a register so that we could track where the contract was," says Mr. van der Scheer. "But once the contract was in the mail, there was little that administrators could do. Adobe Sign gives our administrators clear visibility into where the document is for a fraction of the effort."

All contracts sent through Adobe Sign also include a contract execution document. This one-page document briefly summarizes the content, risks, and mitigations of each contract, signed by key AusNet Services' stakeholders, to give executives confidence in the contract. More importantly, Adobe Sign automatically removes this internal document from the signing workflow before distribution to suppliers, strengthening the audit trail without sharing internal decision-making processes.

AusNet Services also used the MegaSign function in Adobe Sign to send a Code of Business Conduct form to 150 AusNet Services' executives for signing. "We had never attempted such a large-scale mailing before, as it would have taken weeks to print, distribute, and track documents, but MegaSign made it easy," says Mr. van der Scheer. "Most forms were returned within a few days and automatic weekly reminders to those that did not yet respond, eliminated follow-up for administrators."

Operating with efficiency

AusNet Services is dedicated to balancing its operations with the community. Even as energy consumption grows, the company works to maintain customer expectations for cost and reliability. Adobe Sign boosts efficiencies and allows AusNet Services to work smarter.

Automation and tracking in Adobe Sign has reduced the amount of resources and time procurement administrators spent on contracts freeing up time for more strategically aligned activities.

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Cor van der Scheer, Procurement Processes & Systems Manager, AusNet Services

The integration with SAP Ariba further streamlines workflows, automatically loading completed contracts into the Ariba workspace and creating purchase orders to kick off the goods and invoicing process. "The labor savings stack up from a financial perspective, which helps us keep costs down for customers," says Mr. van der Scheer.

Recently, AusNet Services has begun expanding its use of Adobe Sign company-wide for additional efficiencies. An Adobe Sign widget streamlines onboarding of new suppliers through Microsoft SharePoint, and sales has begun using Adobe Sign as well. "We're interested in expanding our use of Adobe Sign beyond just putting signatures on a document," says Mr. van der Scheer. "With speed, efficiency, and auditability, Adobe Sign is a powerful tool that helps us improve operations to keep energy flowing for our customers."

SOLUTION AT A GLANCE

· Adobe Document Cloud
  · Adobe Sign

· SAP Ariba
· Microsoft SharePoint

For more information
https://acrobat.adobe.com/us/en/sign.html
https://acrobat.adobe.com/us/en/why-adobe/integrations/ariba.html
https://acrobat.adobe.com/us/en/why-adobe/integrations/microsoft-sharepoint.html

Adobe Systems Incorporated
345 Park Avenue
San Jose, CA 95110-2704
USA
www.adobe.com