



AT&T Have Revolutionised B2B Communications AutoFORM LaserNet Revolutionised AT&T

Overview

- **Industry**
Telecommunications
- **Business Solution**
Production of electronic forms for distribution by e-mail
- **Architecture**
AutoFORM LaserNet for data management

Unix Server
Ethernet TCP/IP
Windows NT
AutoFORM LaserNet Print
AutoFORM LaserNet E-mail/fax
Oracle Financials
- **Key Business Benefits**
Automatic distribution from over 70 accounting modules of 130 reports to 39 countries. Remove the requirement for expensive hardware and networking costs. Significantly reduced pre-printed stationery costs.



Everybody knows **AT&T**. With over 160,000 employees worldwide the company has come a long way since the founding of the Bell Telephone company in 1877.

Backed by the research and development capabilities of AT&T Labs, the company runs the world's largest, most sophisticated communications network and has one of the largest digital wireless networks in North America. The company is a leading supplier of data and Internet services for businesses and offers outsourcing, consulting and networking-integration to large businesses. It is also the USA's largest direct Internet access service for consumers.

AT&T have been working with EFS since 1994. In that time there have been a lot of changes both to the AutoFORM product and the way in which it is used at AT&T.

Jim Addison, Business Implementation Manager at the Regional Applications Centre at Redditch has been involved with AutoFORM from the start and explains "The company moved away from the mainframe-based accounting system, to a dedicated Unix-Server solution running Oracle Financials at the end of 1994 and needed a reliable means of translating the standard output into an acceptable format for laser printing invoices and statements. We chose AutoFORM, simply because it provided us with exactly what we needed at an affordable price".



"AutoFORM has been simplicity itself both to implement and use"

**Jim Addison
Business Implementation Manager
AT&T**

Output & Document Management

The Challenge

Even though Jim's background is in programming and systems analysis, he freely admits "AutoFORM has been simplicity itself both to implement and use." However, it wasn't until the AT&T takeover of IBM Global Network Services in 1999 that the Regional Applications Centre faced its biggest challenge.

Some 5,000 ex-IBM staff, many of whom were still working in IBM offices, needed access to AT&T's Network. This was a difficult and time consuming task, but when it came to providing the capability to print forms and reports from Oracle Financials, it presented yet another problem.

Addison admits "The fact that there were so many users in so many different locations, most of whom could access Oracle Financials, but with no direct connection to the AT&T Network could not print the output, left us with a huge problem. Quite apart from the issue of ensuring that the printers were compatible with the print files sent, the challenge was how to automatically distribute printing to so many diverse locations without incurring huge hardware and networking costs."

A Quick Solution

One of the standard features of AutoFORM is the capability to produce 'electronic documents' for distribution by e-mail. During a planning meeting between Addison and EFS, the potential of using this facility to address the problem was initially discussed and a working solution demonstrated that same day.

AutoFORM can conditionally recognise the origin of a print request, the type of file to be printed, and the required destination in this case an e-mail address. So it was a simple matter of changing a printer definition, and adjusting the output to pick up the requester's e-mail address, which enabled AutoFORM to recognise the print's destination. This could then be simply e-mailed as an attachment to the original requester. The document could then be produced on the local printer.

The e-mail integration was tested with a variety of users, printers and locations, fully installed and was working within the week.

So popular has this system become that it is now used to send print files between AT&T departmental users from Portsmouth to Paris, and Redditch to Rome, and has proved itself invaluable with an increasingly mobile workforce.

Currently AT&T use AutoFORM reports in 39 countries, and from 73 different accounting books produce 130 different report definitions, including: Invoices, Statements, Supplier Remittance Advices, Expense Remittance, Credit Notes, and Purchase Orders.



AT&T use AutoFORM to print documents in 39 languages and currencies (including double-byte asian characters). AutoFORM manages with ease 130 variations of Invoices, Statements, Supplier Remittance Advices, Expense Remittance, Credit Notes, and Purchase Orders.

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**Jim Addison
AT&T**

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