

CUSTOMER:



PRODUCT:

UNITASK OUTPUT DIRECTOR

QUOTE:

"MY ADVICE TO OTHER COMPANIES LOOKING AT ORACLE MODULES IS TO KNOW THAT PRINTING FROM WITHIN A LINUX SERVER ENVIRONMENT CAN BE A NIGHTMARE. IT'S MUCH SIMPLER TO GET OUTPUT DIRECTOR, RUN THE SETUP, AND BE DONE."

JEFF COOK
TEAM LEADER
NETWORK OPERATIONS,
INSURANCE COMMISSION OF WESTERN
AUSTRALIA

UNITASK | SUCCESS STORY

INSURANCE COMMISSION OF WESTERN AUSTRALIA USES OUTPUT DIRECTOR TO SIMPLIFY PRINTER SETUP

Established in 1926 as a public entity providing workers' compensation insurance to miners in the goldfields of Kalgoorlie, the Insurance Commission of Western Australia (ICWA) now employs nearly 400 people and offers a variety of policies, including coverage for over two million vehicles registered in Western Australia. In addition, ICWA manages insurance funds on behalf of the Government of Western Australia.

COMPLEX ENVIRONMENTS

To help streamline their financial processes, ICWA chose to implement Oracle Financials. They deployed this Oracle E-Business Suite module on a Linux based system, with separate tiers for the application and database servers. Maintaining a corresponding and respective set of images throughout Production, Test, Development, and Sandbox environments resulted in an intricate and complex architecture for administration by ICWA personnel.

As ICWA neared a go-live date, they realized that setting up print functionality for their users would have meant defining each of ICWA's fifty printers onto every server and maintaining these definitions as printers were changed or needed replacement.

"When we looked at our printers by server tier and by environment, we saw that we were looking at going through the setup process literally four-hundred times just to get started," said Jeff Cook, Team Leader, Network Operations at Insurance Commission of Western Australia.

Equally troubling was that the printing process from the end-user perspective would have become more complex than before the Oracle Financials implementation. "We did not want to go forward with something that would be unfriendly to our internal customers," said Cook. "It was important to us that we did not take a retrograde step."

KEEPING IT SIMPLE

ICWA selected Output Director from Unitask as a solution to their enterprise-printing challenge. Designed and developed as an Oracle E-Business Suite module that installs directly into an Oracle instance, Output Director does not require any additional hardware or software. Once up and running, Output Director completely eliminates the standard Oracle requirement of repeatedly setting up print queues, as well as removing the need to configure printers within E-Business Suite modules.

Within hours of their installation, ICWA's users were able to print from the Oracle Financials system using their Microsoft Windows and network-defined printers.

"WHEN WE LOOKED AT OUR PRINTERS BY SERVER TIER AND BY ENVIRONMENT, WE SAW THAT WE WERE LOOKING AT GOING THROUGH THE SETUP PROCESS LITERALLY FOUR-HUNDRED TIMES JUST TO GET STARTED."

JEFF COOK
TEAM LEADER
NETWORK OPERATIONS
INSURANCE COMMISSION OF WESTERN AUSTRALIA

"It really was as simple as installing Output Director and then watching it work," said Cook. "We looked at several products that were 'all sizzle and no sausage.' However, Unitask simply delivered on what they promised," said Cook.

Users at ICWA can now print to any printer accessible by their computer, whether it is network or desktop.

"My advice to other companies looking at Oracle modules is to know that printing from within a Linux server environment can be a nightmare. It's much simpler to get Output Director, run the setup, and be done."

ABOUT ICWA

The Insurance Commission of Western Australia is a successful self-funded State owned Government Business Enterprise that provides Compulsory Third Party Insurance to Western Australian motorists and Risk Management services to the Western Australian Government. ICWA maintains two major business units: The Motor Vehicle Personal Injury Division (MVPI) manages the Compulsory Third Party (Personal Injury) Insurance Scheme in Western Australia and manages all personal injury claims made by persons injured in, or by Western Australian registered motor vehicles. The RiskCover Division ensures the effective management of the State Government's self-insurance arrangements and claims, facilitating the implementation of risk management practice within State Government agencies and manages the Industrial Diseases Compensation Fund. For more information, visit <http://www.icwa.wa.gov.au>.

ABOUT UNITASK

Unitask Software is a recognized global leader in automation software solutions that seamlessly extend the enterprise architecture of the Oracle E-Business application suite. Unitask creates, sells and supports software products based on experience gained from over a decade of Oracle E-Business Suite implementation projects. Customers of the Oracle E-Business Suite around the world rely on Unitask products to eliminate implementation and operational risk, improve the quality of the application and accelerate time-to-value. For more information, please visit www.unitask.com.