



# Wesley Mission

National Australian charitable organisation uses Adobe® Intelligent Document Platform to increase efficiency and reliability in internal communications.

## Wesley Mission

- Location: New South Wales, Australia
  - Size: Over 2,000 employees, with thousands of volunteers in 250 locations around NSW
  - Founded: 1812
- [www.wesleymission.org.au](http://www.wesleymission.org.au)

## Industry

Charitable organisation

## Solution

Forms Automation and Management

## Products Used

- Adobe Form Server
- Adobe Workflow Server

## Organisation Profile

Wesley Mission is an Australian charitable organisation that manages more than 400 community care and support programmes.

With over 2,000 paid employees and thousands of volunteers, Wesley Mission spans around 250 properties throughout New South Wales (NSW), including offices, service centres, halfway houses, and assisted houses.

Wesley Mission worked with Indigo Pacific, an Adobe Solutions Partner, to deploy Adobe solutions to increase the reliability and efficiency of its internal Human Resources (HR) and Information Technology (IT) procedures throughout NSW. The creation of online forms enabled employees to access and request appropriate actions from both departments.

## Challenges Faced

### Expedite interdepartmental requests

Wesley Mission's HR department in Sydney, Australia manages over 7,000 requests for leave, change of bank details, pay queries, and advertising requests annually. Similarly, Wesley Mission's IT department has more than 1,250 requests annually for adding or changing user access. Previously, these requests were managed through paper forms and communicated to the relevant departments through fax or courier. This manual procedure was not only time-consuming, but also unreliable as faxed requests would often be misplaced. Wesley Mission wanted to find a solution that simplified and expedited this process, and ensured the request's history was monitored.

### Ensure accurate requests

Errors and anomalies in handwritten information provided on paper based forms and simple forms available on the intranet often required verification. This resulted in processing delays while the information was validated.

### Allow for growth and procedural changes

HR was in the process of reviewing its occupational health and safety (OH&S) policy and streamlining other internal processes. Wesley Mission required a system that could easily adapt to workflow changes as they occurred.

## Success Strategy

With the help of Adobe Solutions Partner Indigo Pacific, Wesley Mission developed and implemented a state-wide online forms-based request system. Wesley staff attended courses provided by Indigo Pacific and then set about designing forms and workflow. The first form was created by Indigo Pacific as a proof of concept exercise, and Wesley staff have subsequently prepared an additional 20 forms.

By selecting a web-based form solution, Wesley Mission was able to offer an instant online request facility to more than 2,000 employees. The XML-based form resembled its paper-based predecessor, ensuring ease of adoption. The forms contain built-in intelligence set around certain identified business rules. This intelligence ensures that users are more likely to input the correct information the first time, through drop-down lists, formatted date fields, and data validity checks.

“We saw Adobe Form Server initially as a method to manage our forms flow, replacing fax and paper, and we started with transferring the most commonly used forms. However, as the forms come to be widely used and accepted, people are starting to dream. They’re coming up with other processes—not just forms—which could be improved with a secure, rules-based, user-designed workflow product.”

Janet Prosser,  
Knowledge Operations  
Manager, Wesley Mission  
Sydney.

The solution utilises Adobe Form Server®, an intelligent data capture product that creates and publishes Adobe Portable Document Format® (PDF) forms via web browsers. The system also uses Adobe Workflow Server to manage the routing of completed forms among staff for review and processing. An important benefit of the solution is that it integrated seamlessly with Wesley Mission’s existing processes, enabling staff to easily adopt automated electronic workflows.

Once staff members submit their leave forms, for example, Adobe solution creates an authorisation and builds a schedule for routing the form to managers for approval. Once requests are approved they are forwarded to the correct payroll officer for processing and an automatic approval e-mail is generated for the employee requesting the leave. Wesley added an extra step to the process to automatically populate a database with completed requests. This database is then used for audit purposes and allows HR officers to easily search all forms, if necessary.

In addition to supporting HR-related activities, employees use the system to submit help-desk requests to IT. Submitted electronic forms are registered immediately and an acknowledgement is generated for delivery to the person submitting the request. If necessary, users can automatically send requests to multiple departments for faster response.

## Benefits

- Improved request turnaround times by automating administrative tasks
- Enhanced analysis of business processes and improved internal workflows
- Helped ensure staff flexibility by providing scalable solutions and training
- Allowed creation of database for data storage and analysis

The staff at Wesley Mission can now make interdepartmental requests knowing that a procedure that once took weeks can reliably be processed within days or hours. Not only does this improve staff satisfaction, but also communication between departments in different offices, cities, or states.

Implementing the Adobe Intelligent Document Platform also had another unexpected benefit. It challenged key staff to re-evaluate and amend existing business processes while creating the online system, rather than simply mapping online processes onto existing manual processes. Wesley Mission is currently exploring how the solution could help with the multiple steps for employee induction. For example, the solution could provide a checklist of items to be completed, together with timings such as a reminder that the three-month probationary review is due.

According to Janet Prosser, Knowledge Operations Manager Wesley Mission, the automation of administrative tasks is the first in a series of streamlining internal processes.

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