

# Case study: Dept of Defence TRAX Process Automation



## The Opportunity

The Department of Defence were widely using manual processes and paper-based forms for managing their training courses bookings and associated travel entitlements.

This legacy process approach was highly inefficient from both an administration and records point of view, as well as a less than ideal submission process for defense members.

## 4impact's Approach

4impact provided business analysis and a technical team to initially work on-site and then off-site to deliver an Adobe electronic forms travel management system (TRAX) using an agile delivery methodology.

We continue to provide system operational status monitoring and maintenance, as well as ongoing support under a Managed Services agreement.

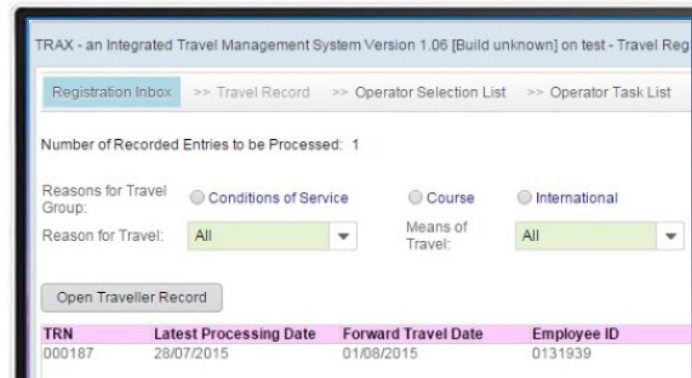
## Project Outcome

The TRAX system has made an immediate impact across the different user groups with widely positive feedback.

It has reduced the processing time of a form substantially as well as providing visibility of processing status where not previously available. Massive reductions in paper and filing also achieved.



**Australian Government**  
**Department of Defence**



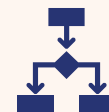
**ENVISAGING AND  
PRODUCT  
PROTOTYPE**



**BLENDED DELIVERY  
MODEL OF TECHNICAL  
EXPERTS**



**INCREASED  
OPERATIONAL  
EFFICIENCIES**



**DATA LINEAGE  
VISIBILITY**



**ENHANCED  
CUSTOMER  
EXPERIENCE**

## The 4impact Advantage.

4impact is a consulting and technology services business with a primary focus on the delivery and implementation of complex technology projects. We value relationships - with our consultants, with our clients, and with our suppliers and partners.

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