



OpenText Support contributes to successful ECM deployment for Hatch

Hatch provides custom process design, business strategies, technologies, and project and construction management from 65 offices around the world for clients in the Mining, Metals, Infrastructure, and Energy market sectors. A network of 8,000 employees in 65 permanent offices on the six industrial continents supports programs and projects under management by Hatch to an aggregate value of US\$35 billion.



Hatch has been using OpenText Content Server since 2002 to address their global requirements for effective management of all documents on large capital projects. In 2005, Hatch embarked on a huge project to upgrade from version 9.1 to 9.5. Prior to the upgrade, the IT team needed to convert customized nodes for documents and folders that were being used on projects in a number of geographically dispersed sites into standard Content Server documents and objects and complete category mapping conversions. It was a major undertaking for the company.

Over the past nine years, Hatch has occasionally turned to OpenText Customer Support for assistance.

“Customer service is a key differentiator for almost any business, and OpenText continues to demonstrate its commitment to that core value.”

Simon Williams, Global Practice Director – IT Service Delivery at Hatch

“The result of our previous customization efforts is that we have a strong development team and technical resources group at Hatch that are well versed in managing OpenText products. We’re used to taking care of ourselves, and most support issues we try to resolve internally first,” says Brad French, Product Manager at Hatch. “When we do need to escalate a support call to OpenText, it’s generally the case that we’ve exhausted our internal skills and knowledge to resolve the issue and it’s reached the point of being a critical problem.”

Hatch is a member of the Standard Software Maintenance program and is therefore eligible for support services by telephone, email,

fax, or online via the Knowledge Center (KC). As OpenText’s support portal, the KC provides OpenText Support Program customers with convenient access to the latest software upgrades, maintenance releases, patches and documentation, a support knowledge base, discussions, product information, and an online mechanism to post and review trouble tickets.

“Overall, we’re very impressed with the support we’ve received. There are very knowledgeable people at OpenText, and we’re continually impressed with the level of expertise and the commitment of OpenText staff to resolve our issues when they arise. We feel there isn’t really a problem that OpenText can’t deal with when it comes to our implementation,” says French.

“When there are potentially major support issues that have occurred, we’ve found that OpenText escalates these calls very quickly and tackles the problem competently and within our expected resolution timeframes. In a few instances, they’ve identified a bug in the system, worked fast to resolve the issue, and sent out a patch to us very quickly,” adds French.

Hatch is pleased with how their relationship with OpenText has evolved over the years. “We’ve worked on establishing a solid relationship with OpenText, not just for support, but also to let them know what our plans are. We’re thrilled with the fact that OpenText over the years has even invited us to talk directly to product development staff members to share our thoughts on the direction of the product,” says French.

For more information about Hatch’s successful enterprise content management solution, read Hatch Success Stories: [Work Sharing on a Global Scale](#) and [Consultants at Hatch Connect with OpenText](#).