

Open Text Extended ECM for SAP® Solutions

Connect relevant documentation and records, improving project execution and customer satisfaction

Utilities companies like yours must manage complex construction projects such as building transformer stations, installing high-voltage switchgear, and connecting industrial and residential customers to power, gas, or water supplies. These projects require collaboration and information sharing among multiple internal and external stakeholders; you must manage hundreds of small to large construction partners, suppliers, and contractors working on improving distribution or transmission, and all at the same time. Your partners are responsible for projects in electrical grid work, subdivision development, gas terminals, transformers, water distribution, and sewage collection and treatment. To satisfy customers, you must deliver quality and consistent utility services, installations that comply with promised service levels and in a reasonable time frame after the customer order. In addition, your infrastructure and operations practices must not only comply with government regulations and industry standards but do so efficiently to maximize your profits.

Avoid complications in the connection process

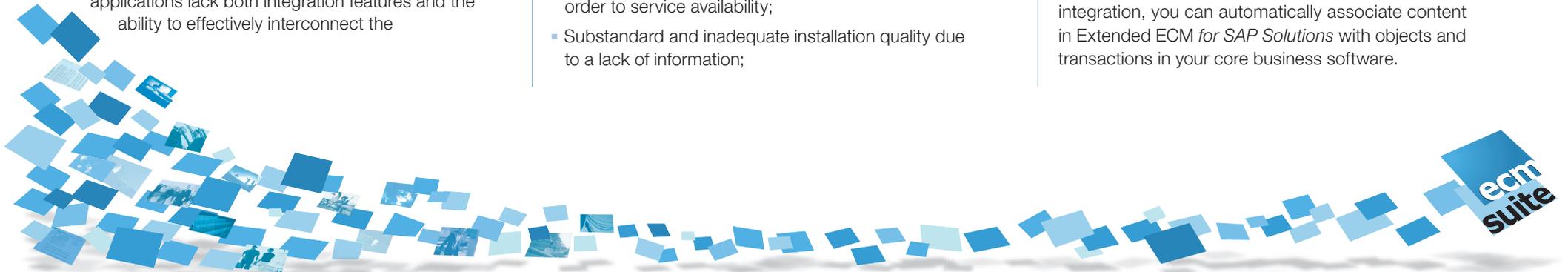
Although project management and document management software can help automate these processes, many applications lack both integration features and the ability to effectively interconnect the

large quantities of structured and unstructured content associated with these projects. These solutions can make it difficult or even impossible to connect relevant construction documentation and records to the master data in your business systems. As a result, fragmented asset documentation for construction projects can create problems related to:

- Inability to find key project documents and confidence in document version control;
- Challenges in dealing with the additional complexity around Smart Grid deployments;
- Operational inefficiency created by a lack of access and visibility into key information from construction projects that often involve multiple internal and external resources;
- Ineffective content management for the project team, numerous internal stakeholders, and external contractors;
- Excessive project costs and runaway construction deadlines due to a lack of information transparency and unnecessary rework;
- Unsatisfactory delays in project execution, from customer order to service availability;
- Substandard and inadequate installation quality due to a lack of information;

- Poor customer satisfaction eroding customer retention; and
- Undue regulatory compliance risk exposing your organization to reputational damage.

Open Text Extended ECM for SAP® Solutions can help you address these challenges. Enterprise Content Management (ECM) software can help you manage both the unstructured content and structured data transactions that you need to efficiently execute business processes supported by your enterprise applications. With Extended ECM for SAP Solutions, you gain direct access to project and procedural documentation within your SAP software environment. You can use functionality such as version control, access control, and online approvals to place appropriate business controls on documents and records. Collaboration tools such as shared team workspaces, workflows, discussion forums, polls, tasks, and notifications help you work more effectively with internal and external stakeholders. In addition, archiving features let you store content in one location and make it available to users through numerous program interfaces. Most importantly, the application is integrated with SAP Business Suite software such as the SAP ERP application. Using this integration, you can automatically associate content in Extended ECM for SAP Solutions with objects and transactions in your core business software.



Robust content management features for construction projects

Improve project efficiency and help cost-effectively manage grid construction projects with the rich functionality provided by Open Text Extended ECM for SAP Solutions, enhancing customer satisfaction while improving your bottom line. Document integration is simple and continues through all phases of your projects, including service connection or extension requests, pre-study and proposal, order placement, project planning, construction, commissioning, and start-up. Complex details for Smart Grid Construction and Implementation are stored alongside the project transactions.

Collect, store, and share project documentation

Easily collect all documents on all key activities performed, creating a complete record for each project. Share knowledge with all project-related information available in a central location, allowing authorized users to access it. Users of SAP software can attach documents and even entire workspaces, from Extended ECM for SAP Solutions to transactions in SAP applications. You can give other employees and contractors access to documents in this central location from SAP Business Suite software or the Web-based user interface of Extended ECM for SAP Solutions. This allows business users to leverage content from SAP software without extensive training.

A clear view of project information

Provide a 360-degree view of the content and correspondence created to support a project, including email, permits, licenses, certificates, and other physical records. Instead of storing project-related documents in many different systems and locations, you can use the software to centralize project-related documentation in a single place, where it is intuitively organized and readily available for authorized user access. Find project information via the intuitive document search feature. Simplify work process by using the software to standardize project workspaces, which helps business users file records in the appropriate locations now and locate project information more efficiently in the future.

Working together, better

Improve communication among stakeholders both within your organization and without. External clients, vendors, and partners involved with construction projects can use collaborative project workspaces to share documents across departments and organizations. For internal projects, Open Text Extended ECM for SAP Solutions enables team collaboration by providing features such as team workspaces, discussion forums, document workflows, notifications, tasks, and polls. For projects requiring external stakeholders, you can set up a secure extranet environment and protected workspaces in which to share

documents using the expanded functionality of Open Text Extended ECM for SAP Solutions. Because the interface is Web based, all your business partners need is a Web browser and their user name and password to work efficiently and securely within your processes.

Manage documents and mitigate risk

Store data and maintain relationships between content and the associated processes with the central repository that the software provides. Open Text Extended ECM for SAP Solutions lets you mitigate legal risk by applying your records management policies and procedures to your enterprise content. You can configure the application to apply records management classifications to documents automatically. This feature helps you eliminate the need for users to classify documents manually and helps ensure that the classifications are performed consistently and accurately. In addition, the software is U.S. Department of Defense 5015.2–certified. For physical records, the software also helps you track the location, manage the circulation, manage the costs of warehouse space, and control the lifecycle of objects such as drawings, permits, licenses, certificates, operations logs, and test results.



Smooth integration with other business systems

Integrate Open Text Extended ECM *for SAP Solutions* with your other software, including email, word processors, spreadsheets, computer-aided design, and geographic information systems. The software provides metadata links to SAP software workflows, enhancing efficiency in areas such as procurement as well as contract bid and proposal, invoice processing, and compliance audits. The product is powered by the SAP NetWeaver® technology platform and utilizes user-management tools from SAP to minimize administrative overhead.

Benefits for utilities companies

Open Text Extended ECM *for SAP Solutions* can help you realize the following benefits to your grid construction projects:

- Increased customer satisfaction and retention through enhanced abilities to meet deadlines and deliver the promised service levels
- Reduced project times, thanks to more efficient management of grid construction information, leading to enhanced project execution and less rework
- Decreased project costs resulting from the ability to speed decision making and reduce mistakes throughout the project lifecycle
- Additional project capacity—spending less time fixing errors and reducing overall costs lets you successfully execute more projects
- Enhanced quality of installation due to a reduction of the number of errors and mistakes throughout the project and improved compliance with engineering and construction standards
- Improved relationships with internal and external stakeholders through better management decision making and shared collaboration
- Improved compliance with regulations and minimized risk, thanks to automatic observance of organizational policy and technical standards using tasks, records, roles, and workflows
- Reduced operating costs through lower physical storage costs that result from digitization of content and the use of archiving and disposition features

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