

Success Story

EV Group implements Knowledge Management with Open Text

“This is how man thinks”: Subject-oriented navigation of project content accelerates and optimizes processes and knowledge sharing

In the majority of cases, the value of unstructured information such as documents or charts becomes apparent only in the right context. At which point of the process is a document relevant? Which project is it part of? What was the reason for its creation and what does its history look like? Who worked on it? These questions are crucial when a user searches for information. With the Open Text's ECM platform, EV Group, a leading manufacturer of wafer processing equipment for the semiconductor industry, micro system technology, and nanotechnology, created a semantic network of topics for all documents of the company.

“Open Text was able to fully satisfy the technical and organizational requirements of all evaluated solutions, which was particularly the case with the linkage between information and company applications.”

Josef Buttinger, Head of IT, EV Group

In close collaboration with a worldwide circle of customers, the EV Group, which was founded in 1980, developed sophisticated systems for the production of micro and nano components. Its range of products includes lithography systems, wafer bonding systems, and inspection systems, which are all produced in St. Florian, Austria.

The business of the manufacturer follows the principle “Engineering to Order” and is strongly focused on research and development. As a consequence, documents rather than structured data drive and determine the value-added business processes. In many cases, a new project is initiated after a document has either been issued internally or sent in by a customer, before structured information is available and solutions for ERP or CRM are stored.

At EV Group, the actual context of a document is always the concrete project. In order to work productively, users searching for or opening a document therefore need more information about the pure content of the documents. Who or what initiated the current project within the EV Group? How is the project related to past or future projects? These questions cannot be answered by a data system. Neither does an individual document management system suffice for these purposes since a lot of project-related information is created and maintained in third-party solutions. For this reason, EV Group was looking for an ECM solution, which enables searching and providing documents based on context and can be integrated into all crucial in-house systems without any problems, because the goal of the project was to implement knowledge management rather than document management.

Process-oriented approach to projects

For EV Group, the starting point for the design of the ECM project was not the documents but rather the categories in which the users thought, as well as the processes for which the documents are relevant. The categories were to be computerized in the ECM system, which was not to act as their primary system. In fact, this task was to be carried out by the organization's CRM system or project management solution. If the metadata is to be created and maintained in these systems or in the future ECM solution, it must be determined by the criterion whether the content is transactional or document centered. To put it simply: the answer to the question, for example, of which product was sold to which customer was to be found in the CRM system in the future, whereas information regarding customer contracts was to be provided by the ECM system. Functions such as searching for information or accessing the numerous systems were, of course, to take place in the interface of the ECM solution.

Sector

Manufacturing

Customer



Business Challenges

- Time-consuming search for documents
- Missing context information about documents
- Complicated document storage and knowledge exchange

Business Solution

- Open Text Content Server
- Open Text Records Management
- Open Text Activator for SAP® Solutions
- Open Text Spider

Business Benefits

- Better search for documents based on context
- Complete context information provided within search results
- Minimize search time
- Link to information beyond the system
- Support proper document storage via workflows
- Increase work productivity through templates
- Optimize knowledge exchange

Open Text ECM Suite most qualified

"The topic-related network of knowledge available in each of the business areas forms the foundation for successful knowledge management within the EV Group. Open Text was able to fully satisfy the technical and organizational requirements of all evaluated solutions, which was particularly the case with the linkage between information and company applications. For this reason, we were definitely inclined to choose Open Text," explains Josef Buttinger, Head of IT, EV Group.

The most outstanding feature of Open Text was the ability of the solutions to be integrated into third-party systems. The ECM supplier has a wide variety of standard integrations in its portfolio, particularly with its strategic partners SAP, Microsoft, and Oracle.

Topic-oriented navigation within contents

The Open Text ECM Suite, especially Open Text Content Server and Open Text Records Management, has been used by EV Group since 2005. Currently, 250 users out of a majority of the EV Group departments such as Technology, IT, Finance and Controlling, Human Resources, Project Management, and Supply Chain Management are working with this solution, which is integrated with the ERP modules, CRM systems, and the solution for project management. For example, if a new project is created, all relevant project information can be found via an interface in the ECM system of Open Text. On the other hand, a project can also be started directly in the Open Text solution if, for example, the first document of a project is available. With the help of workflows and templates, the



user is guided through the process. Thanks to the Records Management component, documents relevant to the project and for legal reasons subject to specific directives regarding storage periods and inalterability, are classified, managed, and after the mandatory storage period has expired, reliably deleted.

When an employee searches for information about a project, he can navigate from the level of the main categories via the Open Text interface or enter a search keyword. The search result will then show a link to the project and the corresponding documents. In addition to this, the employees can set a search agent with the Open Text Spider Technology and keep themselves informed about new contents that match the defined topic. Regardless of the physical storage place for project information, access is provided in the Open Text interface. All information, including all documents, is filed only once. Thereby storage costs are saved, and the level of information throughout the company is consistent.

Conclusion

The advantages of the ECM solution of Open Text are obvious: information is always shown within the right context and linked throughout the system. Furthermore, proper filing of documents is simplified to a great extent by using workflows and templates. When searching documents, users focus on terms that they use in their processes than on data sets. Thus the time spent on searching is drastically shortened. Users are much better able to exchange their knowledge, whereby many queries and redundant working steps are now a thing of the past. With Open Text, the EV Group has implemented true knowledge management.

One of the next steps will be to implement an independent integration level for all connected systems in order to eliminate existing point-to-point-integration and administration costs associated with it. The workflow options of the Open Text solution are to be used to a greater extent in order to increase the productivity and eliminate the employees' recurring manual work steps.



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