

Excellence in Grid Construction Management with ECM for SAP®

Connect business records and engineering documents to SAP driven processes to streamline construction work, project execution and customer satisfaction

Utilities companies have to 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.

Avoid complications in the connection process

Although project management and document management software can help automate these processes, many applications lack both integration with SAP 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 the following:

- Inability to find key project documents and lack of confidence in document version control and document consistency
- 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 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
- Undue regulatory compliance risk, exposing your organization to reputational damage

BENEFITS FOR UTILITIES COMPANIES

- Increased customer satisfaction and retention through enhanced ability 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 the digitization of content and the use of archiving and disposition features

OpenText Extended ECM for SAP Solutions can help you address these challenges. It connects the unstructured content with structured data in SAP transactions. 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 workflow approvals to place appropriate business controls on documents and records. Collaboration tools such as shared team workspaces, discussion forums, follow-ups, 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 user interfaces. Most importantly, the application is integrated with SAP Business Suite software such as the SAP Enterprise Resource Planning (ERP) SAP CRM, and SAP IS-U applications. 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 to cost-effectively manage grid construction projects with the rich functionality provided by OpenText 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 inside your organization and outside.

External clients, vendors, and partners involved with construction projects can use collaborative project workspaces to share and hand-over documents across departments and organizations. 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 OpenText Extended ECM for SAP Solutions. Because the interface is web-based, all your business partners need is a web browser and their username and password to work efficiently and securely within your processes.

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Manage documents and mitigate risk

Store data and maintain relationships between content and the associated SAP-driven processes with the central repository that the software provides.

OpenText 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 of records, manage the circulation of records, 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 OpenText Extended ECM for SAP Solutions with your other software, including email clients, Microsoft Office®, Microsoft SharePoint®, computer-aided design, and geographic information systems.

The software can link any type of content to SAP transactions, enhancing efficiency in areas such as procurement, contract management, 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. ■

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