

SOLUTION OVERVIEW

Boost Efficiency with Mobile Access to Content for Manufacturing



Increase efficiency by pushing out up-to-date operating documents, health and safety guidelines and other critical information to the field



Improve communications between field workers and management



Maintain compliance with documented adherence to current regulations



Reduce costs and risk by limiting travel and exposure for field workers

In today's changing work environment, companies in industries such as Automotive, Industrial, High Tech, Materials Manufacturing and others need to maintain business continuity and ensure the safety and productivity of employees regardless of where they are working. This means being able to quickly and efficiently share operational information—ranging from updated equipment manuals to new processes for implementing health and safety guidelines—with service and maintenance personnel, mobile field engineers and contract service workers.

The information required to operate manufacturing plants and installations in the field—roles and responsibilities descriptions, equipment manuals, materials lists, job instructions—comes in different formats and is stored in different locations. In order to do their jobs correctly, employees must have ubiquitous access to the latest versions of this information, and that access method must be adaptable to changing work environments.

By using OpenText™ Core Share™ with OpenText Content Suite™, OpenText™ Documentum™ or OpenText Extended ECM, companies can quickly and easily give employees secure and mobile access to essential manufacturing information. Or companies can add OpenText Content Server Mobile to Content Suite or Extended ECM and take advantage of the Smart View user interface as well as mobile access. Either scenario enables rapid, reliable communication between workers in the field and their managers.

Use Case:

A regional water purification plant and bottled water manufacturer needed daily reports of water quality test results from every one of its 12 plants in the field, and to feed that information into its repository for operational records.

With OpenText™ Content Suite, every morning the central team loads empty report templates into the system and syncs them to OpenText™ Core Share Enterprise app folders on the mobile devices of field workers. Email and app notifications alert remote users when to enter results from water-quality testing in each plant for that day. This improves productivity and reduces data entry errors, as users can follow fewer steps to record results than before. Results are synced back to the head office almost instantly, allowing for supervisor review the next morning.

This solution eliminates the need for emails with unformatted tables or screenshots of readings from the field. Timely and formatted results are much easier to compile and generate reports from, improving operations and water-safety insight.

The organization estimates it saves at least an hour a day per location reporting water quality tests and about 2 hours per day compiling reports at the head office.

Increase efficiency

Companies that already manage work instructions, manuals and reports in Content Suite, Documentum or Extended ECM can easily give their workers mobile access to these digital documents via Core Share or Content Server Mobile, eliminating the need for managing paper printouts or email attachments.

Improve communications

The solution gives companies a means for keeping field employees up to date on important information they need to do their jobs and for pushing out emergency procedures. Two-way communication means that workers can provide comments to documents and upload new information—a photo of equipment in need of repair, for example—quickly and easily.

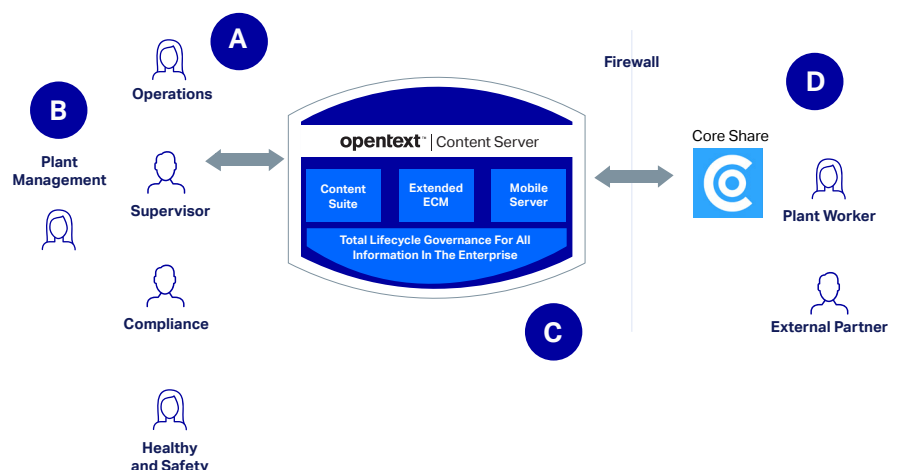
Maintain compliance

With access to the most current operational information, employees can ensure their work is compliant with recent versions of industry and safety regulations and corporate specifications. Compliance managers can also track who has read the latest operation information for audit and compliance reporting.

Reduce costs and risk

By avoiding trips to the office or other central location, field workers can save time and money while limiting travel during times of emergency or crisis.

The global top 20 manufacturing companies rely on OpenText technology for enterprise content services and remote content collaboration. OpenText provides a fully integrated suite of industry solutions designed to help manufacturers extend operational data to other applications to capture knowledge and drive IP, integrate key third-party legacy programs and address the data deluge using AI-assisted automation of processes to unlock insight and new business monetization.



Solution components

OpenText™ Core Share

Make remote content collaboration secure and simple.

Plus one of these OpenText platforms

OpenText™ Content Suite

Manage the flow of information from capture through archiving and disposition.

OpenText™ Documentum™

Manage and extract value from content of all kinds across the enterprise.

OpenText™ Extended ECM

Integrate enterprise content services with lead applications.

Optional component

OpenText™ Content Server Mobile

Enable users to remain connected and productive wherever they are with this free mobile app.

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About OpenText

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