opentext™

Success story

FARYS

Industry
- Public Sector
- Utilities

Solutions
- SAP® Document Presentment by OpenText™
- OpenText™ Archiving for SAP® Solutions

Results

📅 **New communications** deployed on average in less than one week, reduced from approximately three months (90 percent reduction)

🖨 **Heightened independence** from print provider

💲 **Lower cost** of external print production

🌱 **More predictable workload** for customer service agents

FARYS cuts document template management significantly with OpenText

SAP® Document Presentment by OpenText™ reduces deployment time from three months to under seven days, with lower costs and improved customer service

"The use of OpenText together with SAP gives us the confidence for future growth. We are working toward a true 360-degree view of our customers within SAP, thanks to OpenText. The combination of SAP and OpenText is crucial for FARYS."

Inge Opreel
ICT Department Manager
FARYS

Headquartered in Ghent, Belgium, FARYS provides drinking water throughout the country. The public sector firm is also active in the management of sewerage networks and the building, renovation and maintenance of swimming pools. Additionally, FARYS also provides a purchasing and service center for public and semi-public entities.

Each month, FARYS produces more than 100,000 documents, including bills, meter reading cards, connection letters, and an array of other customer communications. It sends output files from its core enterprise system, SAP®, to an external print provider. The print provider then combines the output files with pre-printed paper to produce printed documents.

Inge Opreel, ICT department manager at FARYS, explained the challenges of its old approach, *"We were totally reliant on the print provider for any updates to the layout. If we needed a new document, it could take up to three months and would be costly. Even small changes incurred a charge. In addition, every document was done in an individual way; there was no base to build from."*

SAP recommends OpenText for customer communications management

FARYS faced a number of business drivers for change. The lack of in-dependence from the external print provider made it almost impossible to shop around for a lower print price. Once output, documents must be stored to help service customer enquiries and for legal archival reasons. Any non-standard letter to a customer triggered a request to the back-office, where it would be composed using Microsoft® Word.

"We considered a number of customer communication management solutions and selected OpenText™ Document Presentment for SAP Solutions as the best suited solution for our needs. This followed a

recommendation from SAP and our own research and evaluation. The solution allows us to bring all of our output together, inside SAP, as part of a digital transformation strategy that will see us increasingly move away from paper output," said Opreel.

All customer communications generated from SAP are now designed using the OpenText solution, removing the reliance on the print provider. FARYS now handles any new document template or change to an existing template in-house, reducing dependency and the cost of using the print provider.

"The business can now implement a new document template in under one week, far less than the three months it used to take—a reduction of about 90 percent. Additionally, changes to existing templates can be completed almost instantly and without the costs of the past. For example, adding a seasonal message to warn about the risk of a burst pipe in freezing temperatures to a batch of bills," said Opreel.

Improved customer service with one source for documents

Staff at the FARYS Customer Interaction Center handle inbound queries from both residential and business customers. Using SAP as its core system, service agents regularly need to access and update account information, send letters, or access past communications.

"With OpenText, our service agents can now access all customer communications from within the SAP customer interaction center. There is no need to access other systems and they can generate new outbound communications, such as amended bills. OpenText allows them to preview the new document exactly as the customer will ultimately see it, saving time and improving the service we offer," said Opreel.

"We are now working towards providing all our outbound communications in a digital format. This will reduce our paper usage, which is helpful to the environment and also reduces our costs."

Inge Opreel
ICT Department Manager
FARYS

Throughout FARYS, more than 400 staff now use the solution, which handles every document output from SAP. Millions of documents are output every year, with more than 1.5 million bills alone.

Cash flow protected and predictable workload

For FARYS, having a stable, reliable solution has added benefits in protecting cash flow and ensuring a more predictable workload for customer service agents.

FARYS still uses an outside company for the physical printing of documents, but is able to look for a more competitive provider should it choose.

"As we now manage the layout and document templates internally, we simply provide the complete output file to our print provider.

This means every two or three years, we can return to the market and seek the most cost-effective option, reducing our print costs further," said Opreel.

Digital transformation, compliance and plans

FARYS is making greater use of digital channels to deliver customer communications, progressing its digital transformation strategy. Large customers, such as the City of Ghent, are now receiving their bills electronically. SAP produces an XML data stream to OpenText and an Electronic Data Interchange (EDI) service delivers it to the customer.

"We are now working towards providing all our outbound communications in a digital format. For customers that opt for electronic communications, they will receive all document types as PDF attachments in emails. This will reduce our paper usage, which is helpful to the environment and also reduces our costs," said Opreel.

FARYS has also turned to OpenText to provide a legal archive of customer facing documents. Once generated, documents are archived in OpenText and instantly available via SAP. With the ideal combination of SAP and OpenText, FARYS is also looking at ways to further streamline and optimize its operations.

"The use of OpenText together with SAP gives us the confidence for future growth. The synergy between the two platforms is clear and we are working toward a true 360-degree view of our customers within SAP, thanks to OpenText. The combination of SAP and OpenText is crucial for FARYS", said Opreel.

FARYS is also working with another water company seeking to implement SAP and OpenText. The firm plans to replicate the success of FARYS, using its SAP and OpenText solutions as a model.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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