

opentext™

Success story

Mott MacDonald

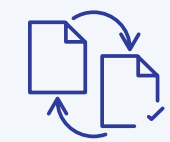
Industry

- Engineering, Management, Consultancy

Solution

- Intelligent Forms Automation with OpenText™ LiquidOffice™

Results



Ensured **global consistency** in electronic forms delivery and process data capture



Saved time with prepopulated electronic forms



Eased audit burden with full audit trail



Processed an average of **30,000 electronic forms/month**

M
M
MOTT
MACDONALD

Mott MacDonald digitally transforms with a sustainable electronic forms solution

Global consultancy saves time and money with OpenText

“Our implementation of OpenText LiquidOffice has been one of the most successful IT projects ever at Mott MacDonald.”

Claire Hazell

Corporate Applications Manager
Mott MacDonald



Mott MacDonald is a global, employee-owned engineering, management and development consultancy, with more than 16,000 employees operating across 180 principal offices in 50 countries. The company required a better way to manage the constant flow of requests, applications, notifications and approvals. The firm's paper-based forms impacted on overheads, while misplaced forms and unavailable individuals resulted in business impacting delays. To improve efficiency, reduce paper-based processes and ensure governance over its information, Mott MacDonald selected Intelligent Forms Automation with OpenText™ LiquidOffice™.

"At the top-level we have a three-stage strategy to win work, undertake that work and learn from the results," said Claire Hazell, corporate applications manager at Mott MacDonald. *"To support this continuous improvement strategy, we have to capture information, process requests, handle approvals and have the ability to report upon everything including a bid/no-bid decision, project progress, staff travel, IT requests and a range of finance, legal, marketing and HR processes. LiquidOffice allows us to do all this, eliminating paper forms that are time consuming to complete, slow to deliver and can be lost or misunderstood."*

LiquidOffice is an Intelligent Forms Automation solution that automates document and forms-driven processes using electronic forms and workflow capabilities. The solution handles local nuances and ensures global consistency. Prior to the implementation, different territories would capture varying datasets using their own locally defined methods and disregarding corporate standards. This not only made reporting and analysis difficult, but led to inconsistencies in client service.

"LiquidOffice provides a single, trusted source for our electronic forms. Everyone sees the same form, no matter where they are in the world, but the intelligence built into the forms means we're able to seamlessly deal with local requirements as well," said Hazell. *"The extensive and powerful decision logic allows us, for example, to present users with specific fields based on their location and to populate drop-down lists depending on previous answers. We can hide parts of a form too, depending on a user's role."*

The solution saves time by automatically prepopulating forms, often based on user credentials. *"By completing as many fields as possible, either with information already known to us, such as a user's email and phone number, or by using previously saved preferences, we save time completing each and every form,"* stated Hazell. *"Data is pulled from our other core systems, mainly our enterprise resource planning (ERP) system, and it is also pushed back."*

Mott MacDonald has improved data accuracy by minimizing the amount of manual data entry required. For example, when a project manager initiates a new project using a LiquidOffice form, this automatically triggers the necessary actions to create that project in the ERP system, ensuring data consistency and real-time updates. LiquidOffice also eliminates delays caused by creating new forms for each project.

"OpenText has a very powerful capability that allows us to copy existing forms and create new versions. This significantly reduces the time it takes to initiate a new project. The capability is often useful elsewhere too, where there are similar requirements for a new form in any one of the other business areas, such as legal, finance, HR or marketing," said Hazell.

"LiquidOffice provides a single, trusted source for our electronic forms. Everyone sees the same form, no matter where they are in the world, but the intelligence built into the forms means we're able to seamlessly deal with local requirements as well."

Claire Hazell
Corporate Applications Manager
Mott MacDonald





Mott MacDonald digitally transforms with a sustainable electronic forms solution

Each version of a form is also retained and can be viewed at any point. This is particularly useful should an auditor need to confirm that any particular form was compliant at a given point in time.

Each Mott MacDonald employee has access to and can use LiquidOffice electronic forms. Timesheet approvals, project control forms, decision to bid forms as well as travel and IT requests are among the most common usages.

“With so many forms being processed, totaling many hundreds of thousands each year, it’s important that we’re able to utilize and report upon the vast quantity of data that is generated. Using the OpenText LiquidOffice API, we’ve been able to develop our own solution features, providing even greater integration and user interface flexibility and custom reporting capabilities.”

With OpenText, Mott MacDonald was able to meet its original objectives to drive internal efficiency, save time for their customers and enable staff to work quicker and smarter early in the deployment and continue to meet those goals today.

“Our implementation of OpenText LiquidOffice has been one of the most successful IT projects ever at Mott MacDonald. Today, we process on average 30,000 forms each month, with peaks of around 37,000. The solution has truly become a core, mission-critical, enterprise-wide solution. With OpenText, we can pretty much meet the needs of anything the business requires,” Hazell concluded.



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.

Customer stories [↗](#)

opentext.com/contact

[Twitter](#) | [LinkedIn](#) | [Facebook](#)

Copyright ©2018 Open Text. OpenText is a trademark or registered trademark of Open Text. The list of trademarks is not exhaustive of other trademarks. Registered trademarks, product names, company names, brands and service names mentioned herein are property of Open Text. All rights reserved. For more information, visit: <http://www.opentext.com/2/global/site-copyright.html> (02/2018)08937EN