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Success story

NTT Singapore Pte Ltd

Industry
• Information Technology

Solution
• OpenText™ Content Suite

Services
• OpenText Professional Services

Results

Increased user adoption with Smart View UI

Enhanced engagement and productivity with next-generation workforce

Set foundation for digital content transformation

NTT Communications

Transform. Transcend.

NTT Singapore boosts business with Enterprise Content Management

ICT solutions provider tames file shares, boosts user adoption, sets foundation for integrated automation with OpenText™ Content Suite

"Using automation to transform NTTS business processes enables seamless integration between divisions, allowing NTTS to keep pace with the next-generation working style and improve the effectiveness of existing workers."

Tricia Lim
Executive VP of Resource Management
NTT Singapore Pte Ltd

In its drive to empower customers, NTT Singapore founded its own digital transformation with content management from OpenText. While showcasing the technology to its clients, the provider benefits from efficient, streamlined operations.

File share 'jungle'

NTT Singapore (NTTS) is a subsidiary of NTT Communications, a global provider of information and communications technology (ICT) solutions including cloud, network and security services. In support of its corporate vision to 'Transform. Transcend,' NTTS turned a discerning eye to its own methods for information management. *"It became unruly because everything was unstructured. We needed to streamline our internal process flow, which we described as 'semi-automation,"* says Eugene Soo, Management Information Systems (MIS) manager for NTT Singapore.

Employees saved contracts and other sensitive files in their own folders within a file share, causing duplication and challenges with team collaboration. When an employee left the organization, Soo and his team would inherit the files, viewing one-by-one. There was a lack of ownership and files became isolated. *"It just becomes a jungle,"* Soo explains. *"No one dared to delete anything, even though we have set retention periods."*

Due to the complexity of its services and product processes, NTTS must communicate with a variety of systems and support users working in or out of the office. To streamline document management, as well as attract and retain talent, NTTS recognized a need to centralize information and move towards automation.

Soo and his team rejected the option to structure into another file server, *"We would still end up in an endless loop,"* Soo says. Besides,

they had their sights set on a loftier goal: *"As an ICT solution provider, NTTS wanted to perform our own transformation to realize a seamless business environment with the capability to showcase it to our customers."* The solutions provider turned to OpenText.

Central, secure platform

In 2012, NTTS deployed OpenText Content Suite, an Enterprise Content Management platform designed to manage the flow of information from capture through archival and disposition. In 2017, the solutions provider upgraded to Content Suite 16, implementing a role-based interface to encourage user adoption.
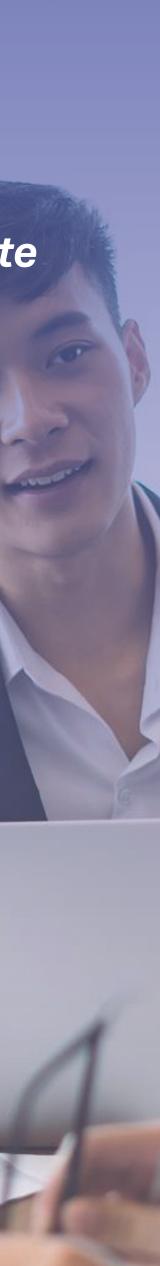
Content Suite 16 allows close to 200 NTTS professionals and 50 external partners to store and retrieve documents, ensuring the latest information is always available to the next requester. Internally named APAC One, Content Suite enables sharing from a single place. *"With a single click, employees can access the same files being shared by all the departments,"* Soo says.

Furthermore, consolidating data into a centralized repository is the first step to streamline process productivity with automation, according to Soo. *"We are moving towards a paperless environment and OpenText Content Suite becomes the baseline for what we want to do today,"* he says. *"We want to add on more OpenText solutions for business process management and collaboration. We also want to link to our CRM system so we can store everything in Content Suite."*

Among other features, core capabilities within Content Suite 16 influence how NTTS professionals use the platform.

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Eugene Soo
MIS Manager
NTT Singapore Pte Ltd

Document management

Content Suite document management functionality includes comprehensive security, user access controls, version control, retention schedules and a full audit trail. Especially for sensitive data, NTTS managers appreciate the transparency available with a history of access and edits.

Smart View User Interface

Role-based views to personal workspaces allow employees in different functional areas to access only the information they need when they need it. For instance, Soo notes, the finance department can easily tune in only to the areas of account management for which they are responsible. *"My users are more comfortable now," Soo notes. "We've shortened the depth whereby they have to do a search or click on a file hierarchy. It's improved the usability."*

OpenText™ Connected Workspaces

Connected Workspaces that connect ECM to business processes including projects, customers, opportunities and communities, ensures a more effective work environment. Users easily classify and categorize documents, collaborate with co-workers and retrieve logs for auditing. Managers track key performance indicators through workflow reports. Corresponding to the increase in consistent, universal content management are boosts to business, including improved efficiency and productivity, as well as enhanced security and governance.

Enhanced searching

Content Suite features permissioned and actionable search capabilities with proven scalability. *"With faceted searching we can characterize all the files and the metadata itself. Now, users just need to search based on what they want. They reach a file faster,"* Soo says.

Reporting and analytics

"With the growing demand of IT usage within NTTS, we expect that the demand for data and reporting will increase accordingly," Soo notes. *"For the IT department to feed management figures and information any time they want, we have to digitize all data and centralize the location for data analytics."*

Responsive support

To expedite its migration to Content Suite 16, NTTS worked with OpenText Professional Services. *"The consultants are "responsive and responsible to our project and needs,"* Soo says. *"We depend a lot on their advice on how to improve to fit our user environment."*

Increased adoption returns efficiency, competitive edge

Following the migration to Content Suite 16, more NTTS professionals are using the solution to work and collaborate, according to Soo. *"With the Smart View interface, users are getting more comfortable so the adoption rate is higher,"* he says.

Retaining today's talent

With the foundation for its digital transformation securely established in OpenText and a pathway to further integration and automation, NTTS positions itself as an engaging environment for the modern worker. *"Using automation to transform NTTS business processes enables seamless integration between divisions, allowing NTTS to keep pace with the next-generation working style and improve the effectiveness of existing workers,"* says Tricia Lim, executive vice president of Resource Management for NTTS.

"With the OpenText Content Suite 16 Smart View interface, users are getting more comfortable so the adoption rate is higher."

Eugene Soo
MIS Manager
NTT Singapore Pte Ltd

Soo agrees, noting common expectations he and other IT managers observe in a younger workforce:

• Fast access to information

• No boundaries in terms of time and place

• Flexibility to manage work, high ambitions

Content Suite 16 replaced dated methods for NTTS, setting it on a timely course. *"Our old manual process was not catching up with the era,"* Soo says. *"IT automation is definitely a must for us to move on so we can engage with more of the younger workforce… to transform ourselves and be ready for the next-generation workers, so they will stay with us longer."*

While NTTS gains an edge in retaining fresh talent, the IT provider also heightens profitability as it demonstrates efficient content management to customers. *"NTTS positions itself as a showcase center to our customers,"* says Soo. *"We will use OpenText technology to achieve the group vision for 'Transform. Transcend' … In return, it will drive our revenue up."*

Future plans

NTTS is in the process of adding OpenText™ Process Suite and OpenText™ Tempo™ Box for enhanced automation and teamwork. *"Our next step is to streamline processes and integrate all intranet applications to link up with Content Suite so that we have one single storage,"* Soo says.

Tempo Box will address high demand from NTTS partners for shared access to large files. *"Secure file access will greatly improve the collaboration between internal staff members and external affiliates and partners,"* Soo notes. The remote access will also enable employees to stay within the secure, organized framework when logging in from home or while traveling.

Soo also hopes to expand use of OpenText across the NTT Communications enterprise *"to create a holistic shared service among the APAC region,"* he says. *"This will drive down operating costs and improve collaboration within the affiliate."*

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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