

**opentext™**

**Success story**

**TerraLink**

**Industry**

• Information Technology

**Solution**

• OpenText™ Document Management,  
eDOCS Edition

**Results**



**Single, enterprise-wide solution,**  
covering all departments



**Quick, easy, and comprehensive  
search capabilities**



**Configurable security** ensures  
confidentiality of sensitive material



**Easy collaboration** supports  
efficient working



# TerraLink builds an enterprise corporate knowledge bank with OpenText

**OpenText™ eDOCS provides quick and easy access to decades of information**

***"The search capabilities of OpenText eDOCS Document Management means we can quickly and easily locate documentation. This reuse of knowledge not only provides consistency, but it also lowers our costs, helping to keep us competitive in the marketplace."***

**Ronald Lewin**  
Managing Director  
TerraLink





**TerraLink is an international IT Consulting and Systems Integration company with 400 employees in 6 countries. TerraLink uses world-class talent and technology to automate its clients' business processes and implement solutions to manage and secure business content and communications, enabling great work and decision making.**

Working with multinational companies across all industries, TerraLink's projects include designing and implementing enterprise content management (ECM), document management (DM), portal and enterprise search, business process automation, and enterprise resource planning (ERP) solutions. TerraLink implemented the three largest OpenText ECM projects in Russia and CIS, which at the time, were also the largest in EMEA.

From the company's early days, capturing and storing information in an organized and controlled manner has been central to the success of the business. Ronald Lewin, managing director at TerraLink explained, ***"We understand the importance of managing our information. For us and our customers, documents are knowledge. From the first time I saw OpenText Document Management, eDOCS Edition (eDOCS DM), I knew it was the right solution to meet our needs, and that it would grow with us as our business grew."***

18 years later, the solution is just as important to the business. Mr Lewin explained, ***"Implementing eDOCS DM early has paid dividends. Having the infrastructure in place meant we could handle growth without being distracted by trying to retrofit new processes and procedures."***

### **A truly enterprise-wide deployment**

Across the entire TerraLink business, with its offices throughout Russia, Kazakhstan, USA, Canada, Israel, and United Arab Emirates, everyone uses the solution to capture, store, retrieve, and share all types of content.

***"Every department across our organization benefits from the easy-to-use eDOCS DM solution. Our sales, services, accounting, legal, marketing, human resources, delivery, and administration teams all report that without eDOCS DM they would be unable to function as effectively and efficiently as they do today,"*** said Mr Lewin.

Many of the 500 users make extensive use of the solution's tight integration with Microsoft® Office. For example, as soon as a member of the sales team creates a customer quote, or a member of the legal team drafts a contract in Microsoft® Word, they receive the eDOCS profile form upon saving. This means all documents are saved with the correct metadata to ensure accurate filing in the organization's content hierarchy, making later retrieval quick and simple.

***"Most of our user activity takes place at our main offices in Russia and Kazakhstan. Those located in other offices can just as easily access the content they need, thanks to the seamless integration of eDOCS DM into Microsoft® Windows Explorer. Other users, perhaps if they're working remotely at a customer location, can use the web interface of eDOCS DM. No matter where they're located, users know that they can always access the information they need to get the job done efficiently and effectively,"*** explained Mr Lewin.

### **Information reuse and collaboration drives efficiency**

Storing company knowledge and protecting against data loss are important to the long-term success of the business. Ensuring that documents are captured and stored centrally—rather than locally on an individual's computer or on file servers, where permissions, versions, and consistency are hard to maintain—helps provide that protection. To date, about half a million documents have been captured. But that's not all—the solution benefits are numerous.

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***“The search capabilities of eDOCS DM, including full text and metadata searching, means we can quickly and easily locate documentation. Whether it’s from a past project that we need to revisit, or to enable us to reuse material, we know we can rely on the solution. This reuse of knowledge not only provides consistency, but it also lowers our costs, helping to keep us competitive in the marketplace,”*** said Mr Lewin.

The speed to locate and retrieve content is not only a benefit for TerraLink staff—customers also benefit.

***“When a customer asks us for a document from one month, a year, or even five or ten years ago, we can provide it to them within minutes using eDOCS DM. The solution helps us maintain high levels of efficiency and customer service. Our customers are often impressed with the speed and ease of our response to their query,”*** stated Mr Lewin.

In addition to removing time-consuming searches, the solution assures users that the documents they retrieve are the latest versions. eDOCS DM takes care of version control, eliminating that burden on users. To share a document with a colleague, they simply share a document reference or DRF link. The recipient needs only click on the link to open the current version of the document, even if it has changed since the original link was sent. This prevents the uncontrolled spread of document versions.

## Securing confidential information and integration ease

In addition to the out-of-the-box integration to Microsoft Office, the eDOCS DM deployment at TerraLink has also been integrated with other critical, back-office systems.

***“With eDOCS DM, it was quite simple and straightforward for us to integrate with our back-end systems. For example, our internal CRM system, based on Microsoft® Dynamics, has a two-way integration. All new companies registered in the CRM are exported and created in eDOCS DM with key information on the company type—vendor, client, or both. This means users can instantly find all documentation relating to a company,”*** said Mr Lewin.

Other integrations include TerraLink’s corporate knowledge base, TerraWiki. When a user accesses an article, they can drill down to documents that are stored in eDOCS DM.

Anyone in the business can access the majority of documents stored in eDOCS DM. Sensitive documents, such as in the legal, finance, or human resources areas, are more tightly controlled. eDOCS DM security profiles ensure that authorized-only access is possible. The system records all activity in a comprehensive audit trail, should any queries arise at a later date.

***“The eDOCS DM solution has, for many years, been a mission-critical solution within the TerraLink business, and we will continue to build and expand upon it going forward. We are continually assessing the new innovations that OpenText makes available, and we’re excited to learn more about how they can further benefit our business and our clients,”*** concluded Mr Lewin.



## 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](http://opentext.com).

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