

Zeelandia and OpenText Document Management: A Recipe for Success

OpenText Alchemy speeds up document and email archiving and retrieval

Zeelandia is a Dutch family-owned firm, serving the professional bread and confectionary trade worldwide, with high-quality baking ingredients. Founded in 1900 and headquartered in Zierikzee, in the Dutch province of Zeeland, the company employs over 1,900 staff, with 20 production facilities serving 100 countries with a wide range of tailored products and services.

Seven years ago, Zeelandia embarked upon a pilot project with the secretarial team to the board. They needed a reliable means to digitally store and quickly search for and retrieve critical business documents. Their long-term plan was to add other departments to the solution at a later date. Having operated their first solution for some time, the needs of the business, in terms of performance and functionality, evolved. They required integration with the Microsoft Office suite, with the capability to store emails and to be able to create and store searchable PDF documents. They made the decision to reappraise the current solution and look at potential alternative solutions.

Selecting the right solution to best meet the needs of the business

Zeelandia had been using OpenText RightFax for many years, and were extremely happy with both the solution and support. Having consulted externally on a potential replacement for their existing document archive solution, they were encouraged to look again at OpenText and local partner, Metastore, who were already supporting their RightFax implementation.

René de Jonge, Senior Systems Engineer at Zeelandia, explains further, "Metastore visited us and demonstrated the OpenText Alchemy solution. We were immediately impressed with the ease of interoperation between applications such as Microsoft Word and Outlook, and how simple it is to drag and drop, or save directly into the archive."

Zeelandia evaluated and selected the OpenText Alchemy solution based on a number of factors, including functionality, performance, user interface and price. They concluded that the solution met their criteria and so set about initiating the project to implement.

INDUSTRY

Food Services

CUSTOMER

Zeelandia

CHALLENGES

- *Evolving needs of the business required improvements to search, retrieval, and display speed*
- *Needed to add email archive capability*
- *Wanted to add ability to create and store searchable PDF documents*

SOLUTION

- *OpenText Alchemy*

BENEFITS

- *Reliable, dependable document archive, with no lost documents*
- *Fast search, retrieval and display of documents, including email and PDF*
- *Ease of use with intuitive user interface*
- *Seamless integration with Microsoft® desktop productivity tools: Word, Excel, Outlook etc. for direct save to archive*

“Having the ability to automatically generate and store text based PDFs makes the searching process much more inclusive. We’re no longer reliant solely on the document metadata.”

RENÉ DE JONGE, SENIOR SYSTEMS ENGINEER, ZEELANDIA

Implementing the solution collaboratively with the users

Zeelandia's approach to the implementation project was to involve the users closely and ensure that their needs were fully met. Although this arguably extends the implementation project, with feedback cycles from users taking time, the ultimate outcome is a solution that is perfectly matched to the users' needs.

“The project was live within just a few months and there's no doubt that because of the close involvement of the users, the project has been a resounding success with high levels of user adoption,” added René de Jonge.

User feedback has been wholly positive, with particular mentions of the ease with which they can now store documents in the correct folder in Alchemy. Working closely with Metastore, Zeelandia has implemented a number of macros within the Microsoft applications to streamline the document saving process. The user initiates the macro, adds any additional metadata, including the correct folder and the document is immediately archived.

“The Metastore team was incredibly helpful throughout the implementation and since. Their knowledge, skill and understanding of how to get the best from the OpenText solution, matching our requirements has been fantastic,” added René de Jonge.

Training the users did not present any issues, with sessions taking just 30 minutes to an hour. With the user interface being so intuitive and the users already well-disciplined in the need to correctly index documents and add them to the archive, they were up and running almost immediately.

Fast and reliable search and retrieval benefits the users

One of the shortcomings of the previous solution at Zeelandia was the speed of searching. For example, a board member or secretary can often have an urgent requirement to retrieve a key document. The Alchemy solution not only performs searches quickly, returning result sets promptly, but retrieval of the actual document itself, once selected is fast and also reliable.

“Since implementing Alchemy, our users have not reported a single instance of not being able to retrieve a document. Reliability is a fundamental prerequisite for this type of solution and OpenText is delivering as expected,” added René de Jonge.

As well as being able to search metadata, the solution also enables full text searching of stored documents. With documents increasingly stored in formats other than Microsoft Word, such as PDF format, Alchemy provides the ability to create text-based PDFs which can be searched, rather than image based PDFs, which cannot.

“Having the ability to automatically generate and store text-based PDFs makes the searching process much more inclusive. We're no longer reliant solely on the document metadata,” added René de Jonge.

Zeelandia's users are also able to access and add documents from other locations too, for example, when working from home. Through the use of virtual desktops, they have exactly the same functionality available to them as they would at their permanent office location.

Ensuring a complete archive, scanning, and migrating legacy content

As Zeelandia had already built up an existing archive of documentation, they needed to ensure that this content was comprehensively migrated to the OpenText solution. Metastore undertook the task to export documents and metadata, in TIFF and XML formats respectively, and import these into OpenText.

“Migrating existing content into Alchemy was a prerequisite for us. With tens of thousands of documents already archived, we needed a fast, reliable means to import. Metastore took on this task for us, successfully utilizing the tools available in the software,” added René de Jonge.

Alchemy Productivity Suite was used to import large quantities of legacy content, and was quick and straightforward. The tool is also used to monitor specific folders and import new content too, for example content which has been captured with various scanning devices.

Zeelandia's Alchemy solution is being utilized for other, perhaps less obvious, uses as well. For example, documents relating to their bakery museum artifacts are also stored. The IT department is now looking to store their documentation, including maintenance contracts. Other areas of the business are taking note as well, for example, in Finance for the long-term storage of invoices.



Metastore is one of the few truly independent value added resellers who brings technology earlier to the local market than the established vendors. We offer our clients the most excellent IT-toolsets available. Time and money will be saved and the focus will return to the core business. We are a niche player focusing on point solutions within the complex environment of corporate IT. Our mission is to innovate in areas which give our customer a competitive edge. We are committed to quality and to perform above standard regarding flexibility and customer focus. Metastore is a private company with its management team as the majority of shareholders • www.metastore.eu

www.opentext.com • sales@opentext.com • 800 499 6544