



Success story

Alcatel-Lucent

Industry

- Telecommunications

Solutions

- OpenText™ Content Server
- OpenText™ Extended ECM for SAP® Solutions
- OpenText™ Archive Server

Results



Better able to **meet global, regional and local document and record compliance**



Single document archive gives greater control, security and full audit trail



Improved global collaboration within and between teams



Reduced paper document retrieval costs by up to 35%



Alcatel-Lucent calls on OpenText to improve finance and legal document handling

OpenText solutions help improve collaboration, efficiency and compliance

"Already we are seeing a 25–35 percent reduction in the costs of storing our paper documents... We have established the global standards for our organization with OpenText and look forward to a long and fruitful relationship as we expand usage."

Guillaume Hatt

Senior program manager, Business Transformation
Alcatel-Lucent



Alcatel-Lucent is the leading IP networking, ultra-broadband access and cloud technology specialist. Their telecommunication infrastructure is used by operators such as AT&T, Verizon and Orange. Headquartered in France, the organization has around 62,000 employees and their global operations generated revenue of €14.4 billion in 2013.

Alcatel-Lucent manages millions of documents created each year, as well as the various actions upon those documents, resulting in a significant overhead. With operations across the globe, and a number of shared service centers handling legal and financial documents, they conducted an internal study to identify where improvements could be made. Alcatel-Lucent evaluated how they could improve efficiency, better meet their compliance requirements and increase collaboration across international teams.

As an existing OpenText customer, they naturally turned to OpenText to help. Key among their requirements was to improve document archiving, ensuring that a full audit trail was kept of all document actions. Financial documents required throughout the entire order to cash lifecycle needed to be accessible both from within their SAP® solution, as well as outside. But this had to be achieved with a single source and no document duplication.

A single, secure, audited source for all documents

OpenText is already being used at Alcatel-Lucent in a number of business areas for electronic document management, however, the areas of fiscal and legal document archiving are not covered.

“We use SAP extensively throughout the business, so our enterprise information management strategy had to include how our SAP users access finance documents. OpenText™ Extended ECM for SAP® Solutions provides us with the complete solution for documents

within SAP. The same documents can also be accessed outside SAP too, calling on the same reliable and secure source, OpenText™ Content Server,” explains Guillaume Hatt, senior program manager, Business Transformation at Alcatel-Lucent.

Documentation required throughout various legal processes is also captured, indexed and stored within OpenText, eliminating the great deal of time and money that was spent on searching for and retrieving legal and financial documents. Previously, physical documents were stored in warehouses and each time a document was retrieved, there was a costly delay. With users now able to see documents associated with, for example, a customer order, they no longer experience delays and the cost of retrieving the paper document is eliminated.

“The benefits of being able to quickly search for and retrieve electronic documents are being felt not only by our operational users, but also others, for example internal auditors,” added Hatt. ***“They are now able to self-serve, searching for and retrieving entire document sets for customer orders. This not only saves them time, but also saves time for others, too. Users were spending up to 10 percent of their time assisting others, which is now down to just 2 percent and falling.”***

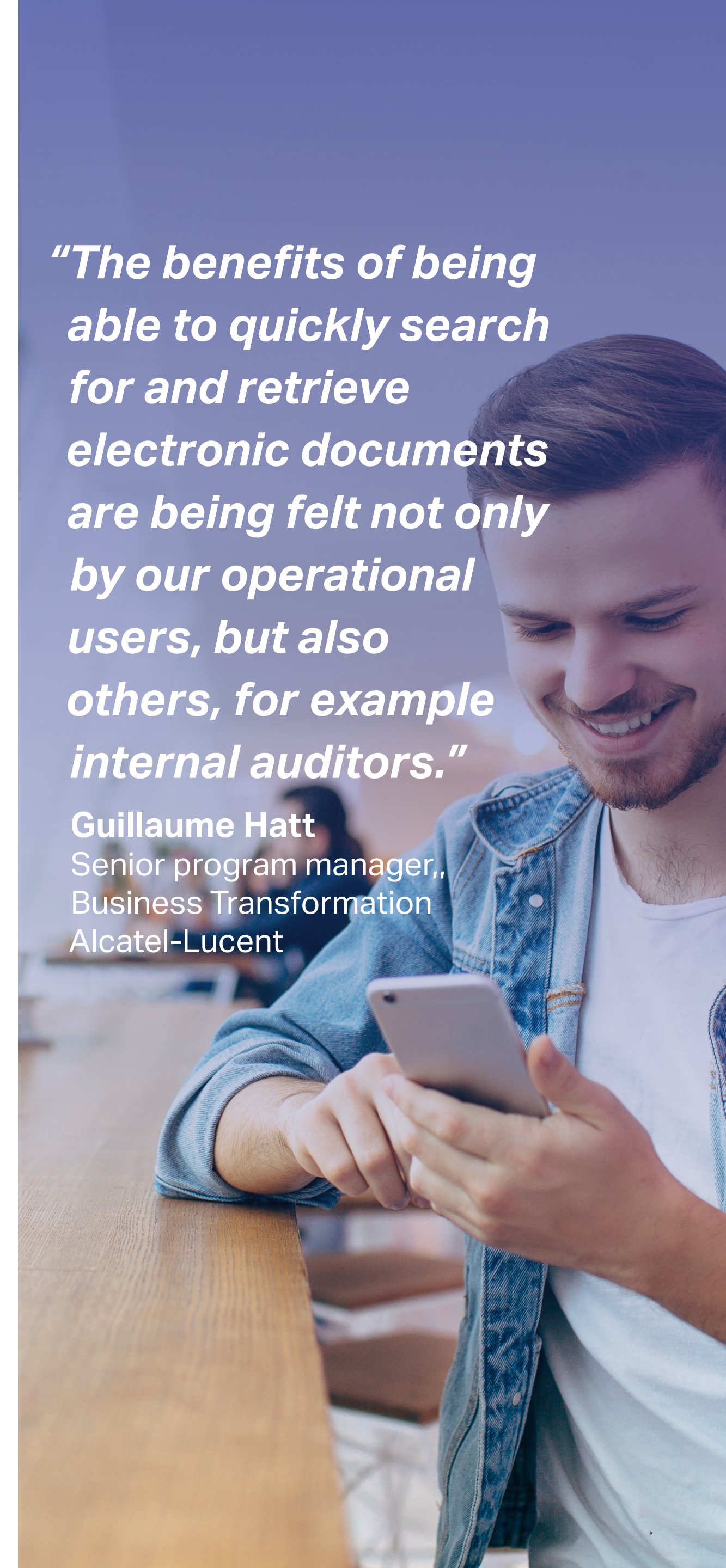
Meet global, regional and local compliance, security, and audit requirements

With OpenText already helping to meet global document management and archiving requirements, the next steps needed to address various compliance needs of the organization. As regulatory and legal requirements in certain countries dictate that documents should be kept in that country, a cloud-based solution was not right for Alcatel-Lucent. With experience managing enterprise information across international borders, OpenText was well-positioned to help solve this challenge for them.

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“OpenText provides us with the flexibility to determine where documents are physically stored. With the extensive security, audit and other facilities, OpenText helps us contend with not only our global compliance standards, but also regional and local variations too,” added Hatt.

As well as being better able to meet various compliance needs, OpenText provides the necessary security model. For their global infrastructure, Alcatel-Lucent work with an external provider, and even with their administrator rights, they are unable to delete content from the system.

“Being confident that no one can accidentally delete legal or financial documents is critical. Not even the system administrators are able to do so. Only our corporate defined records management rules determine when, or indeed if, any item can be deleted,” explained Hatt.

Improve global collaboration and efficiency

Processing customer orders involves a number of teams, dispersed across the globe in regional offices and shared service centers. Prior to implementing the OpenText solution, collaboration was much more difficult with physical or locally stored electronic documents. Delays could also occur due to time differences when requesting documents or updates. With the OpenText solution in place, collaboration is greatly improved, which has a positive effect on efficiency.

“The OpenText solution enables us to accelerate and progress our transformation objectives. Subject to an individual’s security profile, they can access any document they need immediately, from whatever user interface they are currently utilizing, e.g., SAP or another corporate tool or even their web browser,” added Hatt.

For example, if an SAP user is looking at a customer invoice and wishes to see the order documentation or other correspondence, they can do so seamlessly within the SAP environment thanks to OpenText Extended ECM for SAP Solutions. Being able to handle customer or other enquiries quickly, with instant access to all related documentation has been met extremely positively by Alcatel-Lucent’s users.

Future expansion plans

With the solution implemented and proving to be a resounding success, plans are well underway to expand usage to other departments and geographies. Around seven million documents a year are currently being processed.

“Already we are seeing a 25–35 percent reduction in the costs of storing our paper documents. With documents available instantly on screen, the frequency of physical document retrieval requests is diminishing. Even for legal documents, around 95 percent of the time, the electronic copy is sufficient for our needs. We have established the global standards for our organization with OpenText and look forward to a long and fruitful relationship as we expand usage,” concluded Guillaume Hatt.



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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