

Digitized processes provide legal security at MAN Diesel & Turbo

OpenText Extended ECM for SAP® Solutions provides information to staff in a business context

MAN Diesel & Turbo, headquartered in Augsburg, Germany, is the world's leading manufacturer of large-bore diesel engines and turbo-machinery. The company employs around 14,900 staff at more than 100 international sites, primarily in Germany, Denmark, France, Switzerland, the Czech Republic, India, and China.

The company develops two-stroke and four-stroke engines for marine and stationary applications, turbochargers and propellers, in addition to gas and steam turbines, compressors, and chemical reactors. Complete solutions such as ship propulsion systems, engine power plants, and turbo-machinery units for the oil & gas sector, as well as the process industries, complete the range of products and services. Customers receive worldwide after-sales services marketed under the MAN PrimeServ brand.

Diesel engines in container freighters or luxury liners are some of the largest products in the world, and also among those with the longest lifespan. They have to function for decades and be regularly maintained. One of the world's leading manufacturers in this field, MAN Diesel & Turbo, needs to keep important technical documents for a minimum of thirty years and sometimes indefinitely. This is necessary for the company to ensure high-quality maintenance and successfully refute any claims for liability arising from alleged construction faults. In order to be able to access the documents reliably at any time, MAN Diesel & Turbo is digitizing its business processes with OpenText Extended ECM for SAP® Solutions and OpenText Application Governance & Archiving (AGA) for SharePoint®.

Digitization provides legal security

"Documents are one of the most important triggers of business processes in our company, including e-mails, faxes, and letters," states Achim Wilke, FGIWC Content & Workplace, MAN Diesel & Turbo SE, and head of the OpenText project. "Every time a new service order reaches us, a new transaction is created. This includes data from our main SAP system, and also a large number of documents – from order and underlying contracts and correspondence to maintenance reports. As a result, there is an entire file of documentation for every transaction. In After-Sales Service alone, some 4,000 new

INDUSTRY

Mechanical engineering and plant construction

CUSTOMER

MAN Diesel & Turbo SE

CHALLENGES

- Paper processes make compliance management more difficult
- A heterogeneous archive landscape increases process time, effort and costs
- Information not available in the correct context

SOLUTIONS

- OpenText™ Extended ECM for SAP® Solutions
- OpenText™ Application Governance & Archiving for Microsoft® SharePoint®

BENEFITS

- Digitized processes provide legal security
- Documents in the correct context reduce search time and cost
- The central OpenText platform reduces the extent and duration of follow-up projects



documents are created every day,” notes Wilke. Most documents are subject to some level of retention guideline and have to be stored in a legally compliant way. For example, contracts have a retention period of fifteen years, and all invoice related documents have to be stored for ten years in an auditable way and be readily retrievable.

Records Management was therefore a central requirement in selecting a suitable solution for Enterprise Information Management (EIM). Record Management functionality is a standard part of OpenText Extended ECM for SAP® Solutions. Another factor in favor of the OpenText solution is the seamless integration with Microsoft® SharePoint®.

Documents available in context reduce search times and costs

Paper documents, files on staff computers, messages in personal e-mail accounts, and a large number of local digital archives are familiar problems for many companies. Staff cannot find documents straight away, and often have to waste time searching for them.

“My colleagues work with different applications. For example, when corresponding with a customer by e-mail, they need information directly in Microsoft Outlook. If they are entering order data in SAP, they want to use the SAP interface to be able to consult the relevant service contract. If they are searching for different files concerning the same customer, they would use Microsoft SharePoint, the second central system in our company. So information has to be available at the right place in a process and the staff member must be able to use their favored tool to access it. OpenText was able to satisfy our core demand to provide information in context. OpenText Extended ECM for SAP® Solutions offers seamless integration with both SAP and Microsoft,” adds Wilke.

Approximately 1,000 service staff in Germany and Denmark now work with OpenText and archive over 4,000 process-related transaction files of this kind every day. In many service processes of MAN Diesel & Turbo, paper-based transactions are now a thing of the past as gradually, the existing paper files are being digitized. In the future, they will no longer have to spend time on searches, maintaining paper archives, and the large number of their previous digital archives.



“OpenText supplies seamless integration with both SAP and Microsoft.”

ACHIM WILKE
FGI/VC CONTENT & WORKPLACE, MAN DIESEL
& TURBO SE, HEAD OF THE OPENTEXT PROJECT.

Implement once for unlimited digitizing

“We have received thoroughly positive feedback from staff regarding the user-friendliness of the OpenText solution. The training sessions only lasted an hour as well,” says Wilke. “We are already seeing the value of OpenText’s integration capabilities in our systems landscape, and user acceptance is a major factor in the success or failure of IT projects in companies.”

The OpenText implementation in the service unit of MAN Diesel & Turbo is only the start of providing consistent electronic document management for all business processes in the company, with many new projects already underway. From April 2015, an additional 100 users in Quality Management will be working with the solution.

“The importance of the OpenText infrastructure in our company is increasing with time, and the expense and effort of additional follow-on projects is being reduced. Also our maintenance requirements are being reduced in the medium and long term, through the replacement of old systems. Finally, the opportunities for customizing are so extensive, that we do not need to undertake any programming. Working only with the standard product is a significant plus point of the solution for us in IT,” sums up Wilke.