opentext™

Mannai Trading Company WLL

Industry
- Information Technology

Solutions
- OpenText Content Suite Platform
- OpenText™ Extended ECM for Oracle® E-Business Suite

Results

Implemented seamless, real-time synchronization between OpenText Extended ECM and Oracle® E-Business Suite

Established standardized, enterprise-wide information architecture

Reduced document retrieval times and improved process efficiency by automating manual processes

Established a cross functional Enterprise Information Management platform for future expansion and further integrations

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MANNAI TRADING CO. WLL
Member of Mannai Corporation QPSC

Mannai Trading Company delivers transformational information strategy—for its own business

OpenText partner turned customer transforms project management with OpenText Extended ECM for Oracle® E-Business Suite

"Our team could only spend a couple of hours per day on the implementation. Despite this, the whole implementation was completed in merely three months. This is testament to the seamless, out-of-the-box integration that OpenText Extended ECM for Oracle® E-Business Suite provides and our team's expertise."

Alee Shalim
Senior Project Manager
Mannai Trading Company WLL

Serving a customer base of more than 5,000 organizations, Mannai Trading Company is Qatar's leading Systems Integrator. For close to 7 decades, Mannai has worked closely with public institutions and private businesses to provide innovative end-to-end IT solutions. Mannai has extensive experience in delivering information-centric solutions and has been a leading OpenText partner in the region for over 18 years.

Embarking a digital information management transformation

Mannai recognized the need to apply the knowledge and expertise it regularly delivers to customers to its own digital transformation project. Employees needed access to a wide variety of documents and information, which were stored across various silos. Improving access to project documentation was key to success, and users needed confidence that the documents they were working with were the latest version.

"We were too reliant on email, local drives, network shares and paper. We needed to innovate to undergo our own digital transformation, with greater automation to streamline and make our processes more efficient and cost-effective," explained Alee Shalim, Senior Project Manager.

Armed with extensive experience addressing the exact same issues for their customers, Mannai decided that a centralized, reliable solution would organize project information and documentation, making it more manageable and easier to locate.

"We chose to implement OpenText Content Suite Platform and OpenText Extended ECM for Oracle® E-Business Suite (EBS) because the OpenText connector enables seamless integration for

enterprise content managed by OpenText into Oracle EBS. From our experience and feedback received from customers, we knew it was the right solution for us," explained Swapnil Dandgvhal, OpenText Extended ECM for Oracle Practice Lead at Mannai.

In-house expertise builds on seamless integration capabilities

Mannai's experienced practice teams for Content Suite Platform and Extended ECM for Oracle E-Business Suite led the implementation, treating it very much as if it was a customer project. Leveraging in-house experience in Master Data Management, data warehousing, mobility, EBS, Enterprise Content Management and Business Process Management, Mannai rapidly built the OpenText and Oracle implementation.

"Because this was an internal project, our team could only spend a couple of hours per day on the implementation. Despite this, the whole implementation was completed in merely three months. This is testament to the seamless, out-of-the-box integration that OpenText Extended ECM for Oracle® E-Business Suite provides and our team's expertise," said Shalim.

"The OpenText connectors make it a straightforward task to integrate with other systems," agreed Pramod Mohandas, Senior Developer. *"We have a complete, end-to-end lifecycle of everything related to a project, organized by our internal standards and all accessible with a single click."*

Improved productivity drives user adoption

Previously, financial information and reports were stored in Oracle while other project documentation was stored in OpenText Content Suite Platform. The seamless integration between OpenText Extended

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OpenText Extended ECM for Oracle Practice Lead at Mannai

ECM and Oracle EBS enabled users to access all content in a single view, regardless of which system the information was stored in.

"Information is key within any business organization. OpenText Extended ECM provides us a single source for all information. With its seamless integration with Oracle E-Business Suite (EBS), it bridges content silos and intelligently automates business processes. It has definitely helped user engagement and increased productivity. Now we work in a truly digitally interconnected environment," said Binu M R, Senior Vice President, Mannai InfoTech.

Synchronization and security between Oracle and OpenText systems was critical to success. Now, when a new project is registered in Oracle, a workspace is automatically created in OpenText Extended ECM. Updates and user permissions are automatically synchronized in real-time, and the faster project administration drives high user adoption rate.

"The new OpenText system is a boon for many users who spend a lot of time daily on Oracle front-end," added Mohandas. *"They can easily access all information without leaving their Oracle screen, even if some of the information resides in OpenText Content Suite. It saves a huge amount of their time. They also benefit from having a complete view of information by projects or clients, with the confidence that they are accessing the latest version of related documents."*
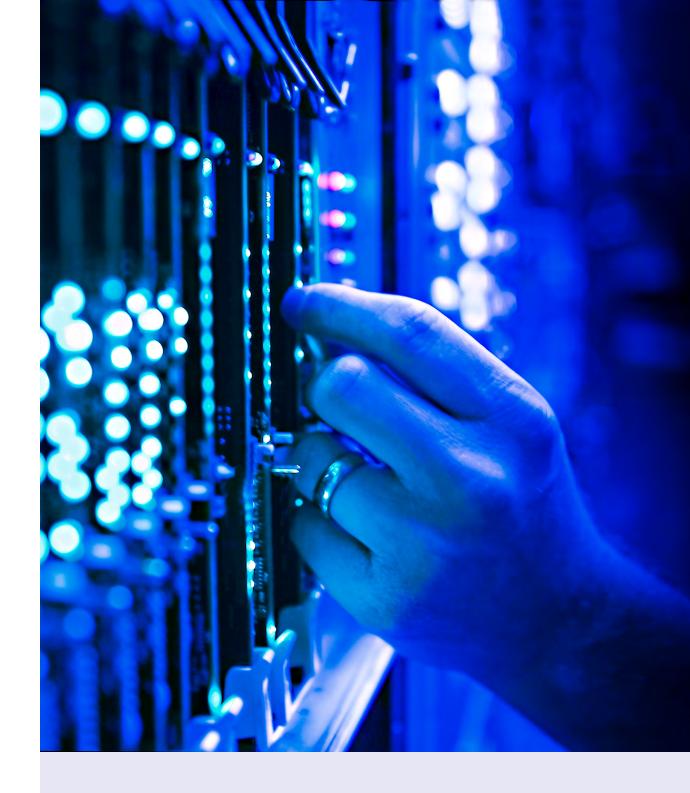
An exceptional partnership

Mannai has supported numerous OpenText implementations and provides feedback based on customer needs, especially in relation to OpenText Extended ECM for Oracle E-Business Suite. Together, Mannai and OpenText build meaningful product extensions and enhancements of Extended ECM for Oracle® E-Business Suite, which have made an impact for both Mannai and OpenText customers.

"As an OpenText partner, it's extremely positive to show clients how we use OpenText solutions internally to provide an information advantage for everyone's benefit," said Shalim. *"We are not only OpenText resellers, we are OpenText users, and proud to say so."*

Mannai's OpenText project has exceeded all expectations. Users see the value it provides and are bringing forward suggestions on how to improve and expand the solution. Mannai plans to roll out the solution across the organization to optimize operations and make information work harder for them.

"We have ambitious plans to widen the use of the OpenText Content Suite Platform to include integration with Salesforce and other lead business applications," said Shalim. *"Departments such as Finance, HR and Marketing will benefit from the use of OpenText as we expand our user footprint. We plan secure remote access for third parties, for example, where we collaborate on projects and we are also ready for the cloud, in line with our customers' initiatives, and we know OpenText is too."*

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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