

SERVICE OVERVIEW

VIM for Document Processing FasTrak

Fast track the processing of incoming SAP document-driven processes by rapidly deploying OpenText VIM for Document Processing.



Solid foundation—

Lay a foundation that allows continual process improvement



Go live faster—

Get a return on your solution investment in as little as 12 weeks



20+ years—

Leverage extensive SAP document business process & solution knowledge

Many business processes (such as, but not limited to, Procure to Pay, Human Resources and Order to Cash) begin with the receiving of a document. Businesses spend significant effort entering, validating and matching data from these received documents, verifying duplicates, and spending a lot of time on what otherwise should be routine processing. Often, issues uncovered with a document require multiple touches before the right person or department best suited to resolve the issue receives it. All of these elements slow the process down.

Based on 20 years of experience in document-driven processing, OpenText Professional Services help customers quickly deploy a solid foundation which can be enhanced and improved upon in the future. The FasTrak Service package helps implement a solution for a single SAP business document type in approximately 12 weeks. The package helps organizations transform the user experience for employees and managers while simplifying user adoption.

"We worked closely with OpenText Professional Services throughout the design and implementation of the new applications. Their support has been invaluable in helping us achieve our goals of control and flexibility and we're now extremely well placed to maximize the benefits provided by the solution."

Finance and Business Analyst
Sysmex Europe

Solid Foundation

Reduce the time-to-value for solution investments and yield opportunities to learn from the initial use of the solution. Once the foundation is deployed, more nuanced requirements and opportunities to further leverage the solution help organizations to optimize document processing.

Go Live Faster

The FasTrak Services Package can help organizations to start receiving a return on their solution investment in as little as 12 weeks using a foundation-first approach. Accelerating the initial deployment mitigates risks associated with longer and more costly projects.

20+ years

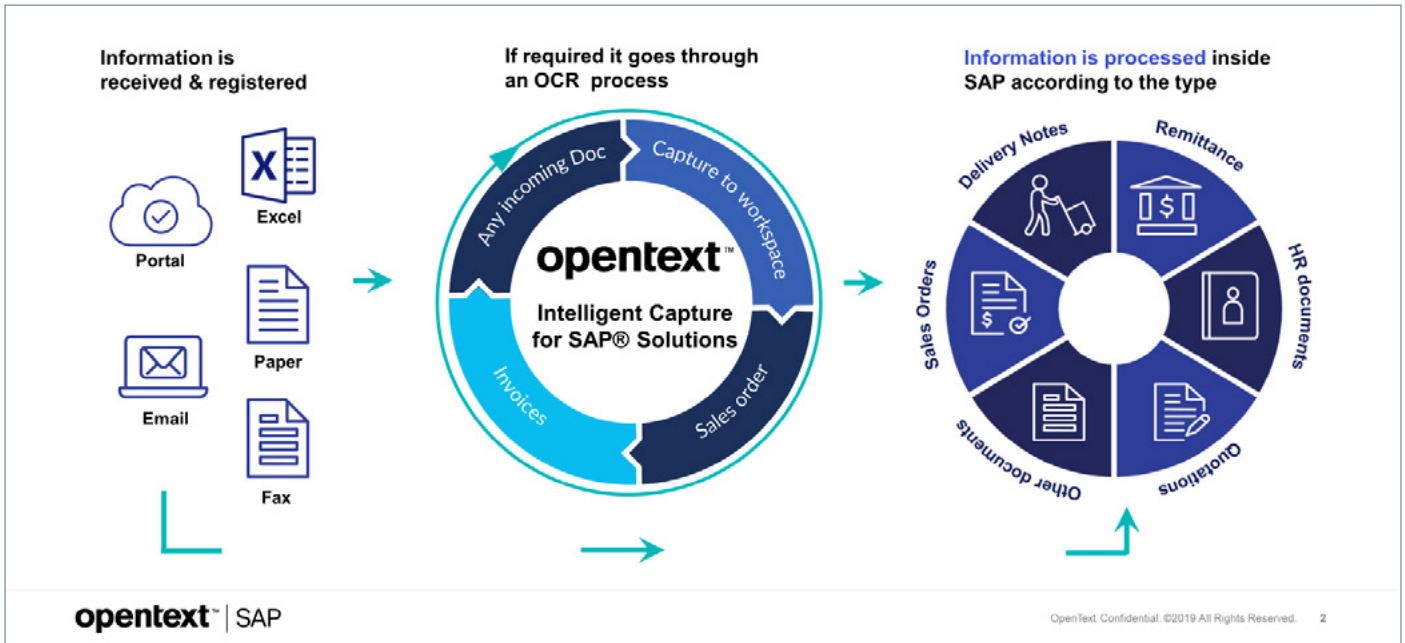
Leveraging more than 20 years experience in SAP document-driven business processing, OpenText's Professional Services experience, coupled with the configuration capabilities of the software, minimize the need for customizations.

Knowledge transfer to the customer's project team is included in this service to enable a smooth solution transition to the customer and further the utilization of SAP document processing within the organization. Additional comprehensive product training and certification is also available from OpenText as project add-ons.

OpenText Professional Services has the world's largest pool of EIM experts who are certified on OpenText products and solutions. This brings flexibility to the resourcing process, offering customers a mix of in-region and off-shore expertise. OpenText teams are aligned to your preferred engagement model which can include up to 100% remote delivery. The Professional Services organization has over 3,000 people and the Ecosystems center of excellence has over 130 consultants globally with domain expertise and deep relationships with technology partners including SAP.

OpenText delivers as one team! Professional Services has unparalleled access to our Customer Support and Product Engineering teams who have mutual accountability to customer success and satisfaction. Customers benefit from this one-team accountability and innovative problem-solving commitment.

Fully automate the processing of incoming documents



Service Components included:

- OpenText VIM implemented in three SAP environments for a single SAP production instance
- OpenText Intelligent Capture implemented for two environments (production and non-production)
- OpenText Enterprise Scan implemented on one professional scanning station
- Two document channels
 - Paper-based
 - Email document channels
- One of the following document processes:
 - Order confirmation
 - Delivery note
 - Remittance advice
 - Sales order
 - Mailroom for Human Resources or customer
- FIORI Apps for several purposes including mobile approvals
- Hands-On session with Fit Gap Analysis
- User acceptance testing support
- Project documentation and knowledge transfer
- Go-Live Support
- Project management of OpenText deliverables

"Using OpenText™ Vendor Invoice Management for SAP® Solutions now enables each team member to process around nine invoices per hour, a threefold productivity improvement."

Suk Cheng Leong
Regional Senior Finance Manager
DIC Asia Pacific

[Read the Success story](#)

"Over the years we have built up a great relationship with OpenText, more of a partnership in fact, as we continue to digitize our processes. Past implementations have been successful and continue to deliver benefits. So with this in mind, we selected OpenText™ Business Center for SAP® Solutions to meet our purchase order processing needs."

Michael Kamien
Director
Corporate IT at Preh

[Read the Success story](#)

OpenText offers a comprehensive portfolio of training and learning services to support effective use of OpenText software. These include [Learning On Demand self-paced learning](#) and [Instructor-led Training \(ILT\) courses as well as certification exams](#).

Specific to Vendor Invoice Management for Document Processing, we recommend the following courses and certification:

- Training: [VIM for Invoice Processing and Business Document Processing](#) (* the latter is noted as Business Center)
- Certification: [VIM for Business Document Processing](#) (* noted as Business Center)

OpenText offers a number of [managed services](#) for our customers to expertly manage their solution on-premises, in hybrid, or full cloud models. Managed Services can reduce the burden on IT organizations, stabilizing and saving costs for administration, and delighting business users with a highly available and high-performing solution.

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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