

Drive up to \$1 billion in savings in energy and resources with AI and automation

How OpenText information management solutions and proven best practices simplify complexity and accelerate AI readiness with secure automation for enterprise transformation



“74%

of executives say AI’s full potential depends on a trusted foundation for transformation.”¹

Business backdrop

Across the energy and resources sector, organizations are operating in an environment defined by increasingly volatile commodity prices. According to the IEA’s Electricity Mid-Year Update 2025, wholesale electricity prices have surged sharply, with many regions in the EU and United States seeing 30–40% year-over-year increases, driven by rising demand, fuel-price fluctuations, and ongoing grid constraints.² This escalation in electricity costs echoes volatility across petroleum, chemical commodities, and minerals, where geopolitical tensions and shifting supply-demand dynamics continue to disrupt market stability.

These pressures make structural cost reduction and operational resilience strategic imperatives for utilities, oil and gas, chemical manufacturers, and minerals operators. Yet traditional cost-cutting approaches cannot keep pace with the complexity of fragmented information, legacy systems, regulatory demands, and rising cybersecurity requirements.

This Point of View explores how OpenText secure information management for AI solutions and proven best practices can help energy and resources organizations unlock significant, enterprise-wide savings by reducing complexity and becoming AI ready with secure automation for large-scale transformation.



1. Accenture, [AI is reshaping utilities— from automation to autonomy](#), February 2025

2. IEA, [Electricity Mid-Year Update 2025](#)

“When we set off on our OpenText journey and set our goals, I knew \$1B was a bold goal. But I also knew it was an opportunity to raise the bar. Now a year later, we see that this goal isn’t aspirational, it’s achievable.”

Shannon Bell OpenText EVP,
CDO/CIO



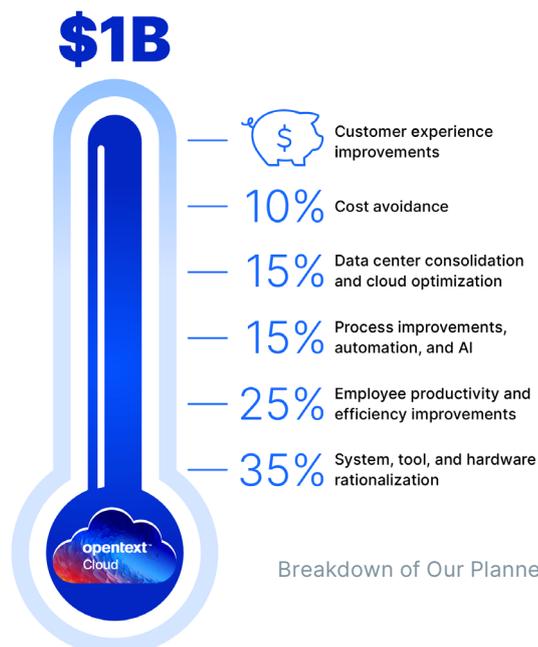
OpenText vision for energy and resources:

Energy and resources organizations—across utilities, oil and gas, chemical manufacturing, and minerals—are under increasing pressure to simplify operations, strengthen resilience, and maintain competitiveness amid rapidly changing market conditions. Structural cost reduction at scale requires more than incremental efficiency gains; it demands a shift toward automation, secure information flows, and AI-driven insights.

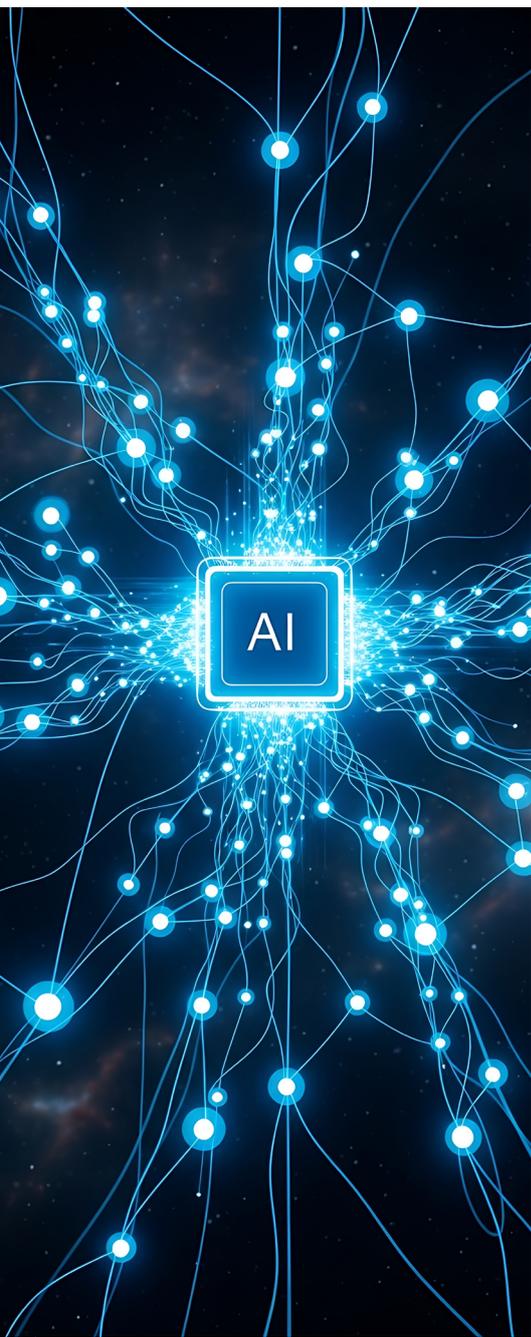
OpenText combines decades of leadership in information management with proven best practices to help organizations accelerate transformation. Through a structured, repeatable roadmap—modeled on the same six-step approach we use internally to drive \$1B in savings over 10 years—energy and resources companies can achieve substantial, sustainable cost reductions across:

- Cost avoidance (\$100M): Eliminating unnecessary spend through intelligent monitoring.
- Data center consolidation and cloud optimization (\$160M): Streamlining infrastructure and optimizing cloud consumption.
- Process improvements, automation and AI (\$175M): Accelerating workflows and enabling higher-value work.
- Employee productivity and efficiency improvements (\$240M): Empowering teams with integrated, intelligent tools.
- System, tool, and hardware rationalization (\$375M): Removing redundancies and standardizing platforms.
- Total experience improvements (\$Bonus): Improving internal and external engagement to enhance quality.

Activated across the enterprise and powered by more than 60 OpenText solutions, these capabilities enable transformative cost reduction across core operations, asset lifecycles, corporate services, digital operations, and customer experience.



Breakdown of Our Planned \$1 Billion Savings



Digital core

Companies across this sector face massive data volumes, siloed systems, and fragmented workflows that slow decisions and inflate costs. Traditional methods can't keep pace. The solution is a unified digital core—a single source of truth for processes and information, infused with security and AI.

OpenText has proven this approach internally, consolidating millions of documents into one secure, cloud-based ecosystem that integrates seamlessly with SAP, Microsoft, and Salesforce. No more copying data—information flows effortlessly for smarter, faster work.

Employees interact directly with digital workers, OpenText AI agents, within the applications they use every day. It's intuitive. It's a conversation. AI finds and summarizes documents, parses massive datasets, and automates repetitive tasks, reducing work that once took hours to seconds.

Benefits in energy and resources:

- Integrated experiences and zero-copy data
- Greater insights and streamlined processes
- Boosted productivity and built-in security

This foundation helps companies reduce complexity, accelerate workflows, and get AI-ready—unlocking structural savings and resilience.

Renewals

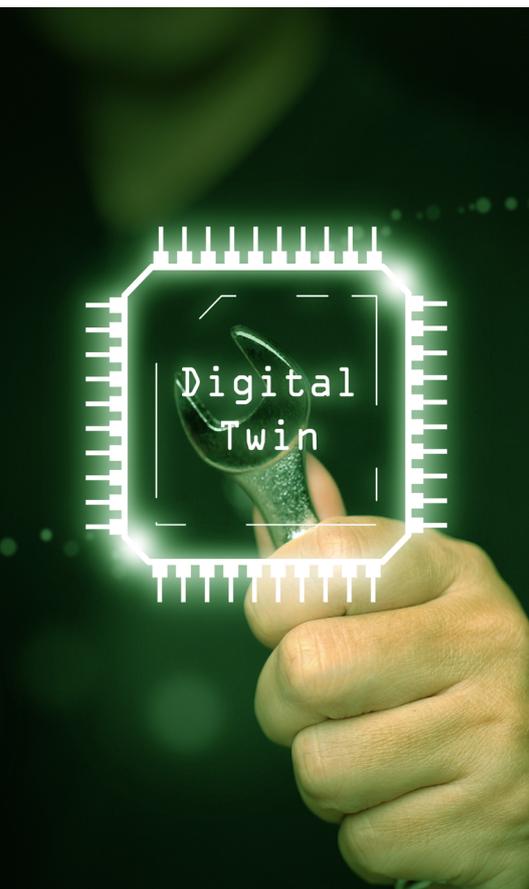
Managing renewals at scale is critical to achieve cost reduction goals. With thousands of customer agreements and supplier contracts across global and regional operations, manual processes create inefficiencies, increase risk, and inflate costs. A streamlined, automated renewal process ensures companies across this sector maintain strong relationships with customers, suppliers, and partners while reducing administrative overhead.

Digitizing renewals eliminates repetitive tasks, accelerates cycle times, and improves compliance. Intelligent workflows can manage invoicing, status tracking, documentation, and approvals—enabling self-service for customers and suppliers. This frees teams to focus on strategic priorities like negotiating better terms and improving service quality.

Benefits in energy and resources:

- Faster, more accurate renewals across supplier and customer contracts
- Improved compliance and reduced risk
- Increased efficiency and lower operational costs
- Standardized, consistent experience for all stakeholders
- Enhanced visibility for forecasting and decision-making

Automating renewals is more than process improvement, it's a strategic enabler to achieve cost optimization targets.



Idea to product

Just as your organization safely scales and secures its physical infrastructure, the same rigor—and even greater speed—is required for its digital fabric and IT infrastructure. Yet this process is often slowed by excessive DevOps, observability, and cybersecurity tools and partners, creating complexity that hinders agility.

To modernize and scale effectively, companies across this sector must unify and simplify their development ecosystem, reducing redundant applications and streamlining workflows. A consolidated approach to DevSecOps enables faster delivery, stronger security, and improved compliance without sacrificing innovation.

OpenText has proven this internally by replacing more than 50 disparate tools with one integrated software delivery platform, supporting 10,000 developers and 30 billion lines of code. This transformation accelerated development cycles, improved quality, and embedded AI-driven automation and security into every stage.

For energy and resources companies, this means moving from fragmented processes to a single, integrated pipeline—shortening release cycles, reducing errors, and maintaining compliance at scale. Unifying DevSecOps will optimize costs and competitiveness.

The corporate helpdesk

Across the energy and resources sector, every IT or non-IT ticket signals an information gap—a question asked because the answer wasn't easily found across the digital fabric. Traditional helpdesks focus on resolving tickets, but the goal should be eliminating the need to submit tickets altogether.

Modern service management achieves this by creating a unified portal for all internal services—IT, HR, finance, facilities, and more—powered by AI. Employees simply ask questions in natural language, and AI retrieves answers, summarizes resources, and even initiates workflows—all without a ticket being created.

This approach accelerates resolution from hours to seconds, prevents recurring issues, and meets today's workforce expectations for on-demand, mobile-first experiences.

Benefits in energy and resources:

- 40%+ call deflection to self-service
- Faster resolutions and improved first-time fix rates
- Reduced operational costs and frontline workload
- Real-time analytics to identify trends and prevent issues

Closing these gaps boosts productivity and delivers a seamless employee experience—critical for structural savings and resilience.



Digital operations

Field and facility operations demand precision and resilience; its digital infrastructure must be managed with equal rigor and even greater speed. Today's IT landscape spans hybrid and multi-cloud environments, thousands of assets, and mission-critical applications. Manual processes and fragmented monitoring tools slow operations, increase risk, and drive up costs.

The opportunity lies in automating IT operations (AIOps) and consolidating observability to gain real-time visibility, prevent disruptions, and optimize performance. AI-driven insights enable companies to detect anomalies, identify emerging risks, and remediate issues before they impact business continuity.

Modern operations management dynamically discovers and monitors assets, automates configuration updates, and reduces mean time to repair (MTTR). This improves service availability, strengthens compliance, and frees teams to focus on innovation.

Benefits in energy and resources:

- Faster incident resolution and reduced downtime
- Lower operational costs through automation
- Improved asset lifecycle management
- Enhanced resilience across IT and cloud ecosystems

Streamlined digital operations help companies scale securely, reduce complexity, and get AI-ready.

Total experience

Brand strength and company valuation are fundamentally tied to customer experiences, and across this industry, everyone is a customer—external stakeholders and internal employees. Delivering exceptional experiences across both groups is critical, especially during the “great crew change,” when decades of expertise risk leaving the organization.

The same technologies OpenText uses to deliver personalized, omnichannel experiences externally can enhance the employee experience. AI-powered analytics and knowledge management capture and preserve expert knowledge before retirement, embedding it into intelligent systems. Journey mapping helps companies understand how internal users interact with applications, whether troubleshooting equipment failures or accessing critical information under pressure.

Personalized messaging, proactive recommendations, and intelligent search ensure employees find answers instantly, reducing downtime and improving safety. Externally, these capabilities strengthen brand and loyalty. We did not put a dollar number on these improvements, so any additional savings or revenue is icing on the cost optimization cake.

Why OpenText?

OpenText serves thousands of companies across utilities, oil and gas, chemicals, and metals and mining, including each of the top 20 by market cap. As a Top 25 global software company and global leader in information management, we help the world's largest enterprises simplify digital complexity, automate manual processes, strengthen cybersecurity, improve compliance, and reduce risk. Our proven approach aligns with cost optimization goals across this sector, such as leveraging automation, secure information flows, and AI-driven insights to streamline operations and accelerate transformation. If OpenText can achieve \$1B in savings internally using our own products, we believe energy and resources organizations can realize substantial savings of similar magnitude by partnering with us.

Proposed next steps

We invite corporate and business unit CIOs or CTOs to explore how OpenText can accelerate your cost optimization and AI-ready transformation. Recommended next steps:

- [Download white paper](#): How to Save \$1 Billion – Through Information Management Powered by Automation and AI
- Introductory meeting with your CIO, IT and Digital Transformation leaders, and OpenText's Global Account Director or Account Executive.
- Joint roadmap exchange to align on strategic goals and identify opportunities to unlock structural savings.
- Business Value Consulting workshop to assess current processes and quantify the impact of automation, AI, and information management solutions.

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