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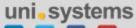
A Changing Workplace: Information-Fueled Business Processes

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Setting the Agenda

The Changing Workplace & Information Fueled Business Processes

- In what ways can the workplace change?
 How Information Fueled Business Processes are enabled by Extended Enterprise Content Management
- How this affects the required workforce skills?
 Skills outpaced by automation
 Skills required by Information Fueled Business Processes
- 3. Opportunities for organizational restructuring
- 4. Case Studies and lessons learned

A Changing Workplace



Has is it really changed?



Information Management Challenges Persist



employee's day spent working in one form or another with records and documents (Delphi)



25%

Annual growth rate for paper produced by average company (Gartner)

59%

Middle manager say they miss important information (Accenture)

20-40%

time spend to search for documents (Coopers & Lybrand)



Enterprise Information



15%

Of all paper documents are misfiled or misplaced (Coopers and Lybrand)

50%

time spent searching for information on average (Gartner)

41%

are not confident that their information (excluding emails) is "accurate, accessible and trustworthy"

Store & Preserve

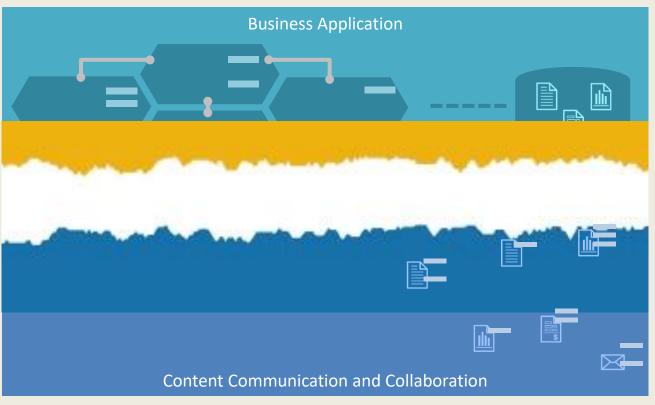
56%

are not confident that "e-mails related to commitments & obligations made by their staff are recorded, complete & retrievable."

(AIM Survey)

(AIM Survey)

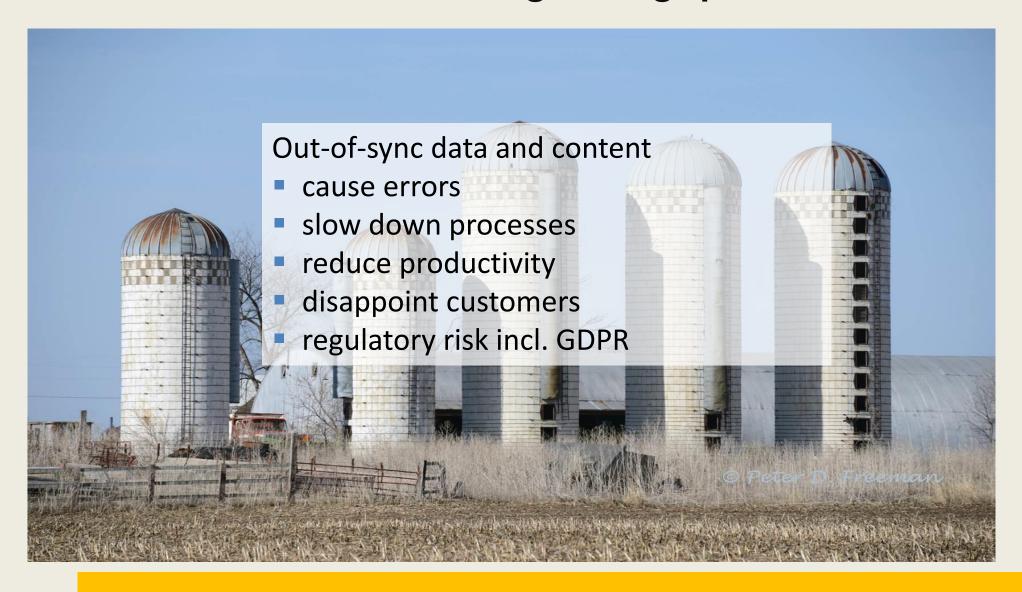
We need to Bridge the gap



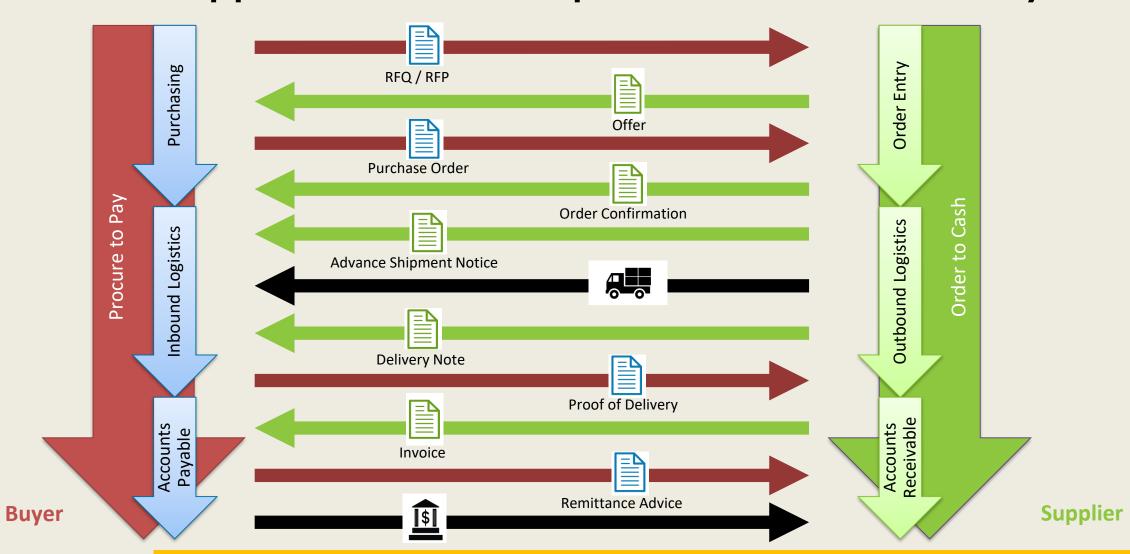
Business applications may store outgoing documents and records like purchase orders or invoices.

The reality is that Content is often created and managed outside those core business applications. It is spread across multiple repositories within disconnected silos.

We need to Bridge the gap

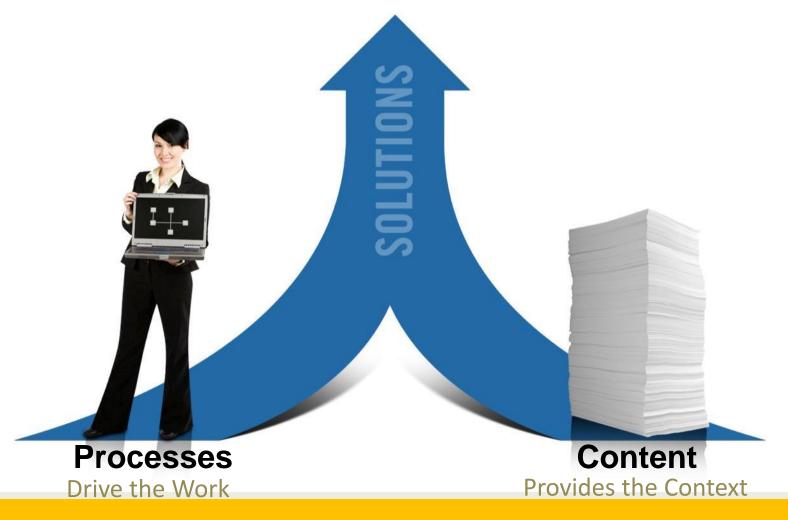


Opportunity Wasted: Business Application and Enterprise Information out-of-sync



Processes + Automation + Content = Value

Information Fueled Business Processes



Information Fueled Business Processes

Information

Documents

- Financial documents
- Quotations, contracts
- Invoices, etc.

Digital Media

- Product collateral
- How-to-use videos, ...

+ Context

Business Data

- CRM & eCommerce
- ERP & supply chain
- HCM

Business Information Model

- Business objects
- Business object relations

= Value

Increased Productivity

Better Engagement

Business Insight

Control (Compliance)

Extended Enterprise Content Management

Extended Enterprise Content Management

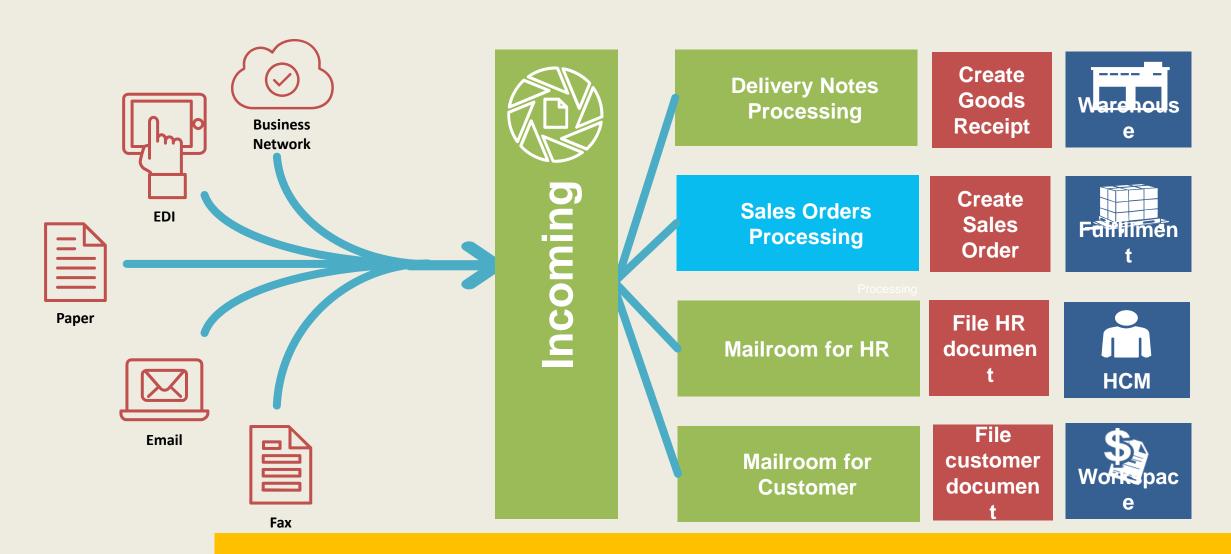
Enables Information Fueled Processes

BACKBONE for Unstructured Content in **Business Process**:

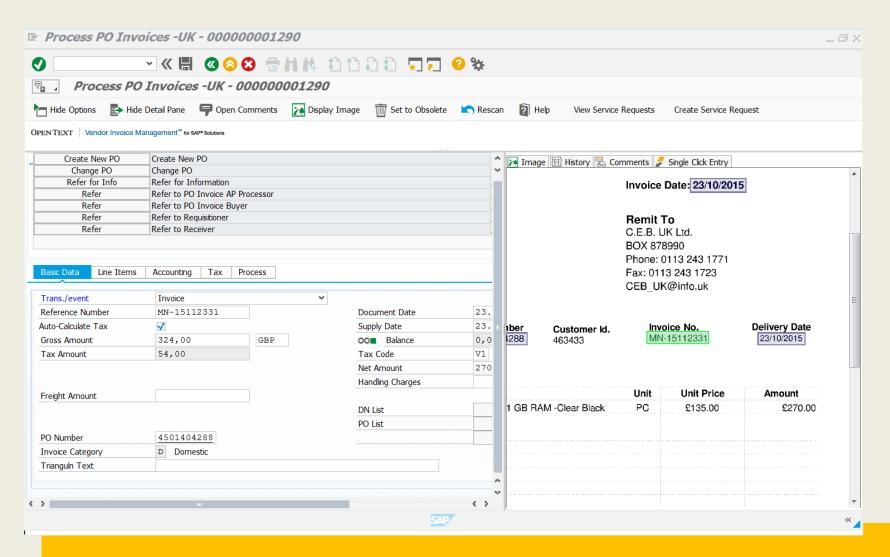
- ✓ Single source of the truth
- needs to be referenced in different business processes
- ✓ Needs to be accessed from different applications
- ✓ Automation-ready



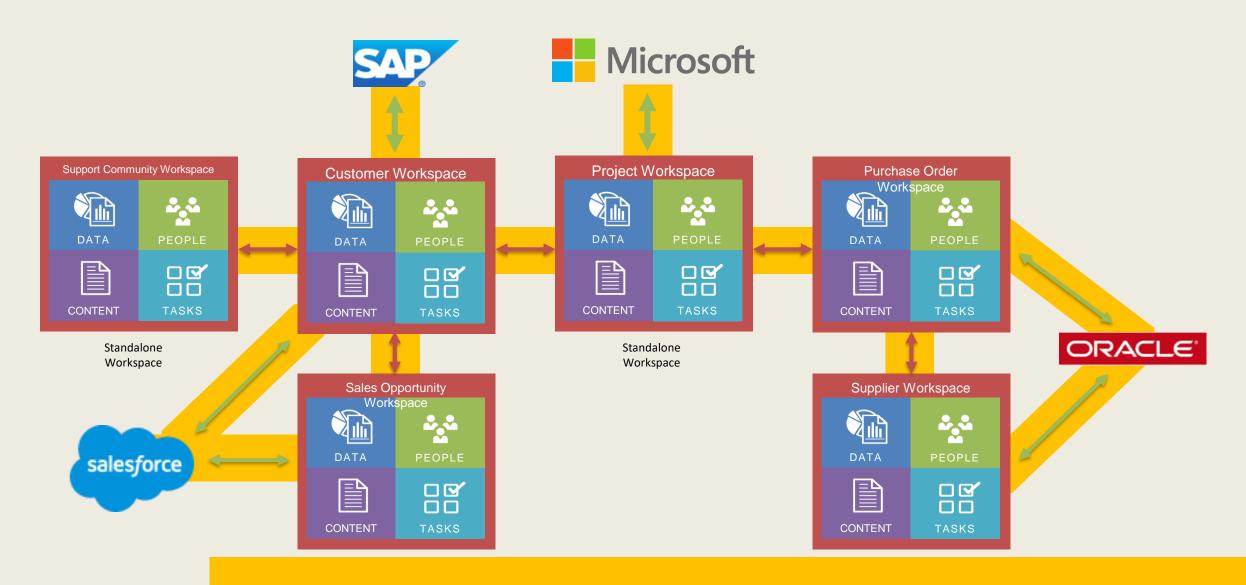
Automating Incoming Information



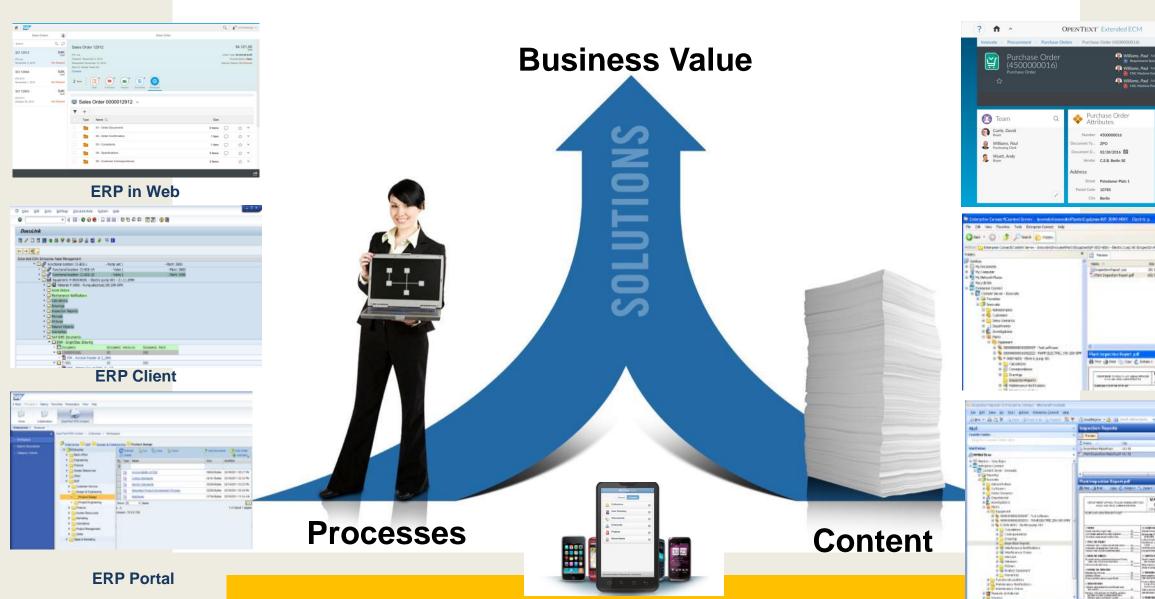
Automating Accounts Payable



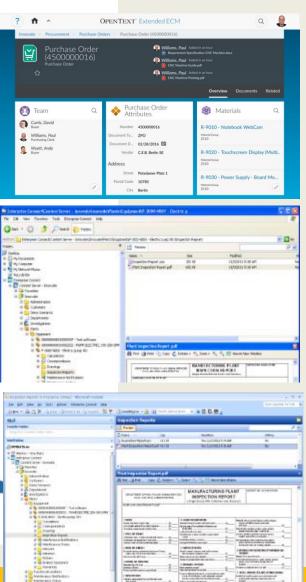
Information Silos Removed!



Process-centric Collaboration without Barriers



Mobile



Value across the Enterprise

Plant Maintenance	Portfolio and Project Management	Customer Relationship Management	Environment, Health and Safety Management
Solution Manager	Global Trade & Service	ERP, CRM, DMS ready	Supplier Relationship Management
Procurement	Manufacturing Management	Human Capital Management	Master Data Governance

Asset Excellence

opentext™

"High Performing Equipment and Safe Plants"

Asset Lifecycle **Procure & Build** Plan & Design Commission Operate **Enterprise Asset** Real Estate **Environment HOW WE SIMPLIFY Capital Projects** Management Management Health & Safety Fast access to relevant documentation • 360-degree view of all plant and real estate Fast access and All real estate, Easy access to Ensure compliance information with environmental management of all building and lessee complex project Access to content from inside and outside SAP plant, equipment laws and policies information at your information and applications and maintenance and reduce risk on fingertips, and collaboration Efficient repair and failure analysis information, managed across the plant and corporate between all project In-process collaboration in asset related projects consistent with SAP complete lifecycle level members Safety, auditability and compliance PM structures

Simplify your **Business**







anglianwater

13% reduced repair time



30% Faster connect to grid

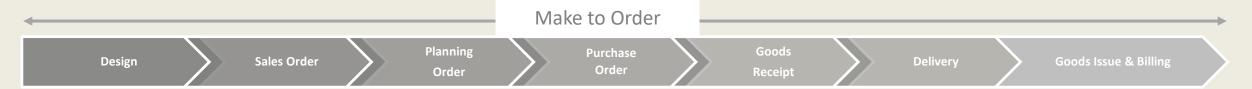


50% less cost of document mgmt

Product Excellence

"Innovative Products and Fast Time to Market"





Product Lifecycle Management

Manage material and product related documentation over the complete product lifecycle from research & development to shipment and after-sales support

Quality Management

Manage quality-related information and supporting test documentation in a way that ensures compliance and traceability

Logistic and Distribution

Improve awareness and traceability while streamlining warehousing and shipping operations by improved document generation, distribution and access

HOW WE SIMPLIFY

- Fast access to relevant product documentation across all phases of the product lifecycle
- A 360-degree view of all product and quality information maintained transparently across all related business processes
- Access to content from inside and outside SAP across a variety of user interfaces and devices
- In-process collaboration on product related projects and related processes
- Ensure product and manufacturing safety, audit readiness and compliance with centralized and controlled records management

Simplify your Business













66%

\$2M

85%

less costs for product release

annual savings in logistics

reduced infrastructure cost

Supplier Excellence

"Globalized Real-Time Supplier Collaboration"



Source to Settle

Sourcing

Contract

Requisition

Order

Invoice & Pay

Strategic Sourcing

Having consistent strategies for selecting and communicating with suppliers as well as LoB stakeholders

Contract

Effectively manage the ongoing relationship with suppliers and partners and improving contract management related processes

Order to Pay

Improve efficiencies in invoice processing for goods and services procured

HOW WE SIMPLIFY

- All stakeholders communicate effectively with shared access to information
- Bid processes are consistently managed to qualify the best suppliers
- Enhance communication with Lines of Business to ensure to meet their needs with the selected strategic supplier
- Simplify collaboration with suppliers with file sync & share capabilities
- All purchases require a purchase order in order to control maverick buying
- Manage contracts consistently as corporate records

Simplify your Business









streamlines purchasing and enforces accountability



automates purchase-2pay with integrated EIM

Finance Excellence

"Streamlined and Transparent Finance Processes"



Manage Financial Resources

Planning & Budgeting

Accounts Payable Accounts Receivable

Treasury

Taxes

Internal Controls

Customer Invoicing

Transform ordinary customer communications into powerful one-to-one marketing opportunities

→ Increased wallet share and customer satisfaction

Collections

Managing content and processes to support increase bottom line earnings

→ Reduced days sales outstanding (DSO) leading to increased cash flow and profitability

Expense Management

Reduce transaction processing cost and simplify use of travel applications

→ Increased employee productivity and satisfaction

Accounts Payable

Simplify and optimize the entire invoice management process

→ Reduced costs, increase discounts captured, improve working capital management

HOW WE SIMPLIFY

- Integrate management of financial data and documents
- Provide seamless collaboration for SAP and non-SAP users
- Optimize and automate for process transparency
- Maintain documentation security and compliance
- Replace human touch points with rule processing to eliminate fraud

Simplify your Business











increase in AP automation



99.78%

billing accuracy



4-5 hours

saved per day in AR process

Workforce Excellence

"Empowered High Talent Workforce"

Recruit Hire Onboard Manage & Retain Retire

Talent Sourcing & Acquisition

Consistent employer branding and targeted recruiting campaigns

→ Increase ROI and brand value

Reward and Retain

Understand employees and interact effectively

→ Increase employee satisfaction & reduce top talent turnover

Manage Employee Information

Fast and informed employee interactions

→ Improve HR service efficiencies and employee satisfaction

HOW WE SIMPLIFY

- Increase ROI and brand recognition in recruitment
- Reduce sourcing cycle time
- Communicate with candidates and employees efficiently Improve HR service efficiencies and employee satisfaction
- Increase employee satisfaction and reduce top talent turnover
- Manage employee files as corporate records

Simplify your Business









4.5 min average call handling time

centrica

80% transactions completed in 1 day



62% payroll process improvement

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Conclusions

- Repeatable, manual information and document related tasks can be automated now
 - In order to remain competitive your workforce needs to change
- Collaboration and Process Productivity
 - Collaborate in a auditable, secure, compliant and productive way
 - Gain new insights, easily solve problems, move your business goals forward
- Break down mental, organizational, informational silos and barriers, in a controlled way.
 - Fuel Business Processes with Information

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