

A Changing Workplace: Information-Fueled Business Processes

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Setting the Agenda

The **Changing Workplace** & **Information Fueled Business Processes**

1. In what ways can the workplace change?

How **Information Fueled Business Processes** are enabled by **Extended Enterprise Content Management**

2. 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

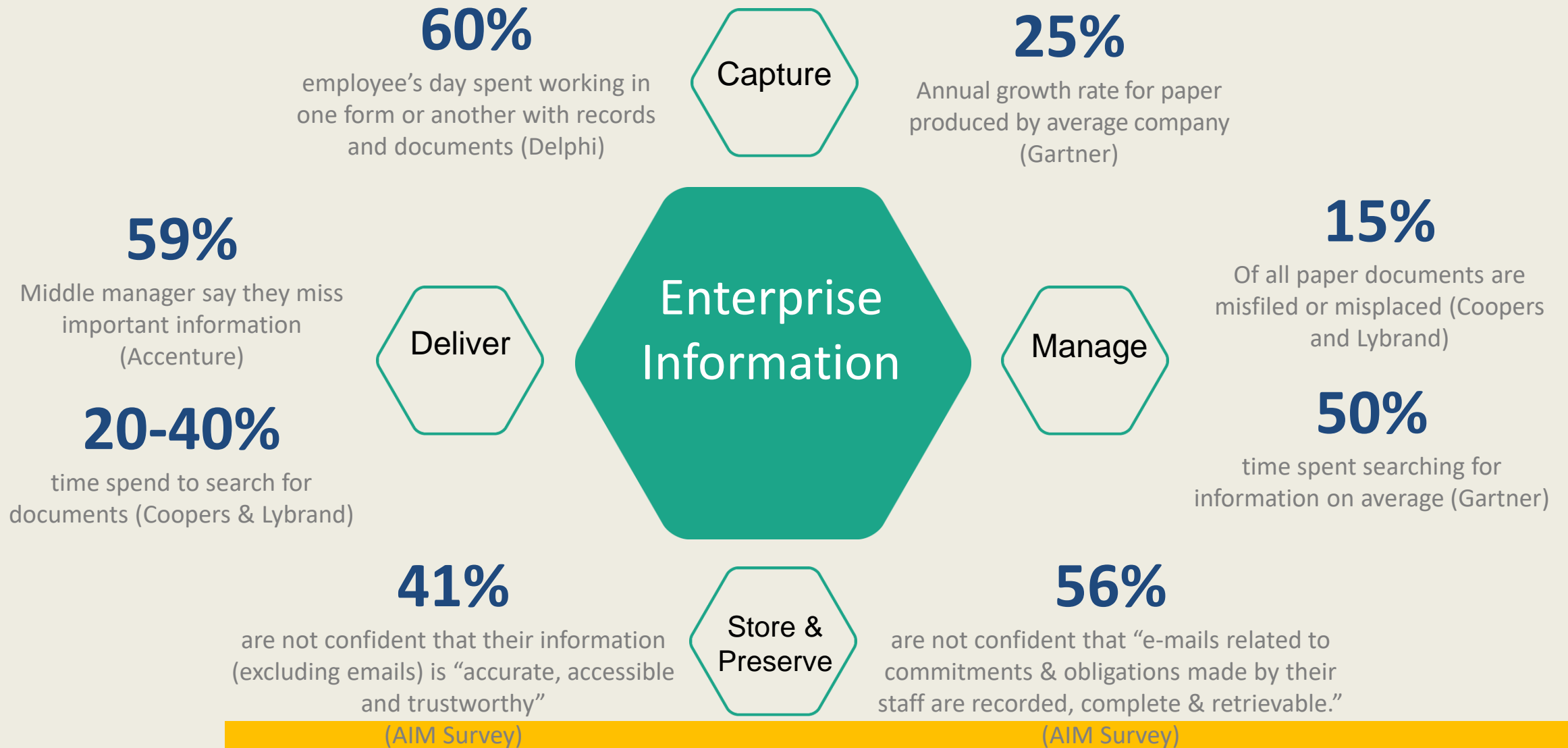
A Changing Workplace



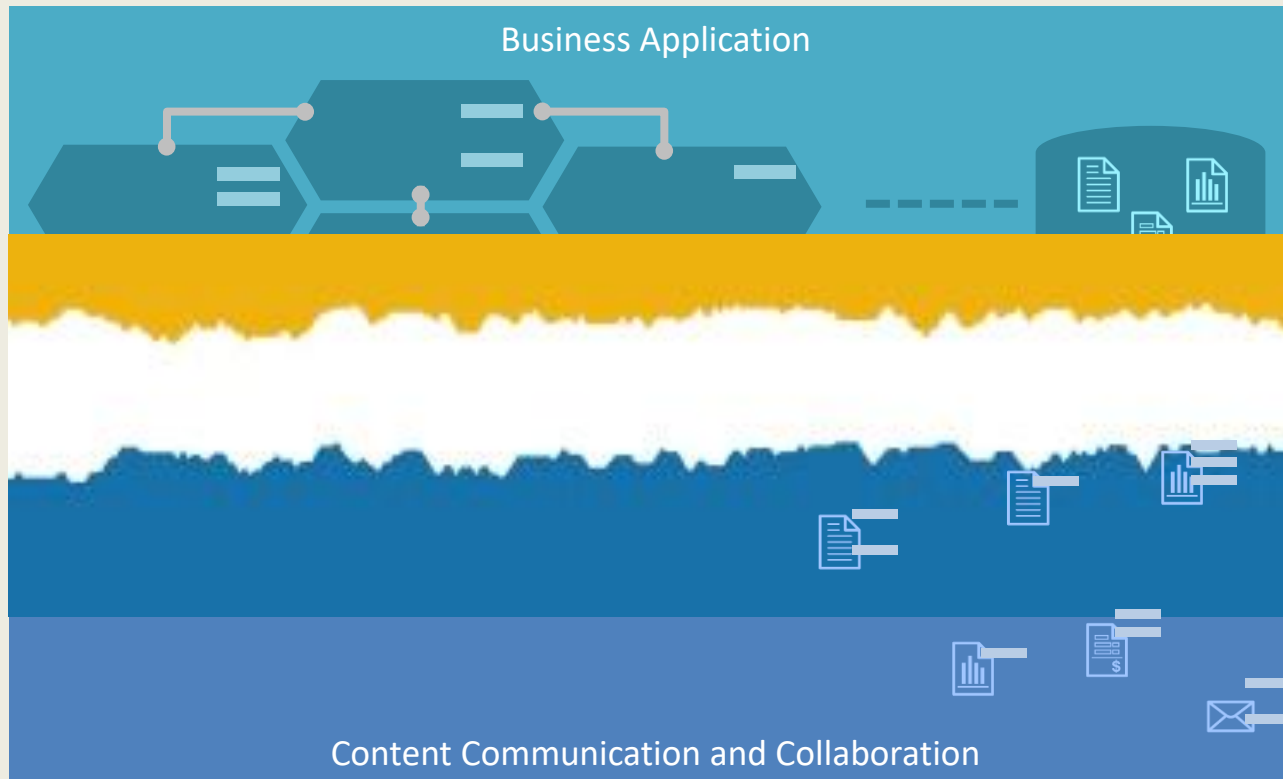
Has is it really **changed**?



Information Management Challenges Persist



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.

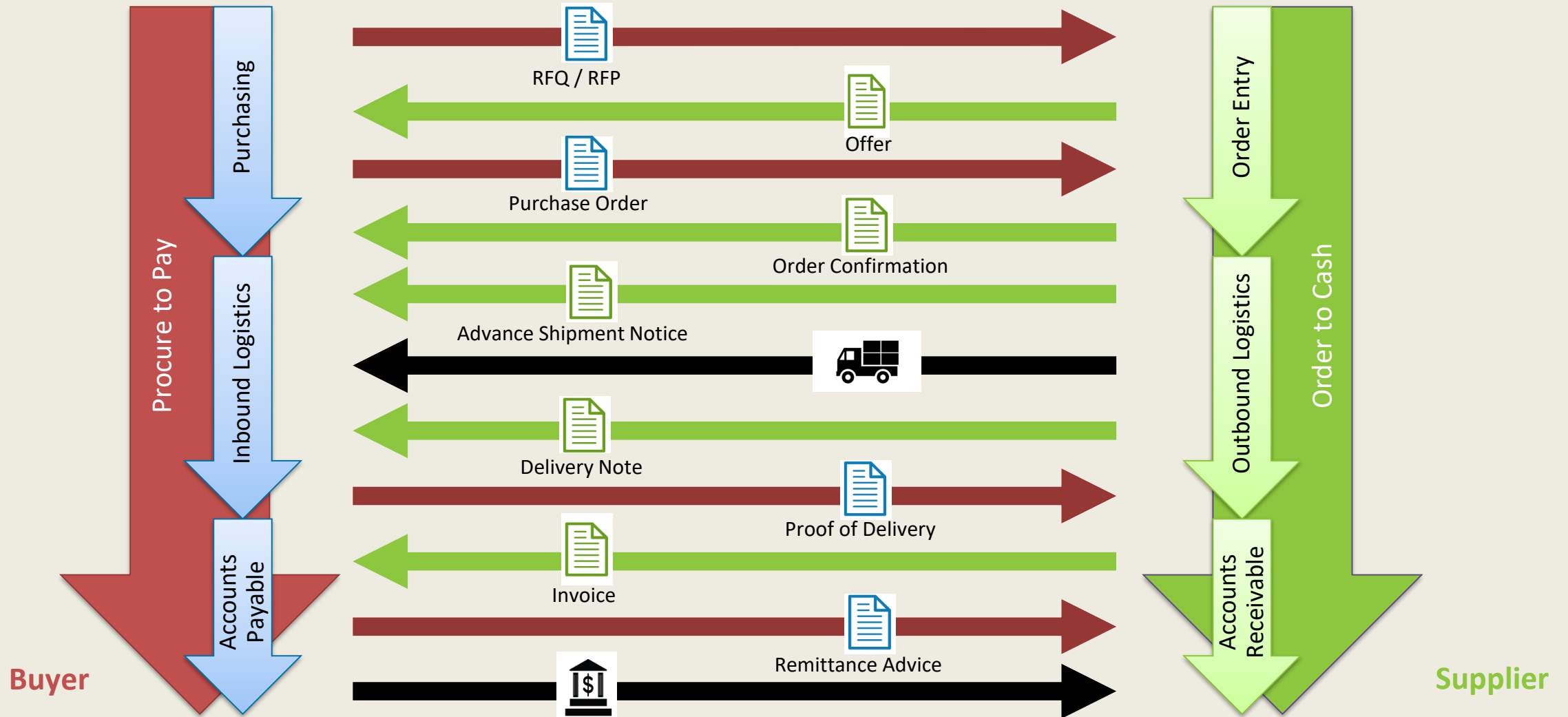
We need to Bridge the gap

Out-of-sync data and content

- cause errors
- slow down processes
- reduce productivity
- disappoint customers
- regulatory risk incl. GDPR

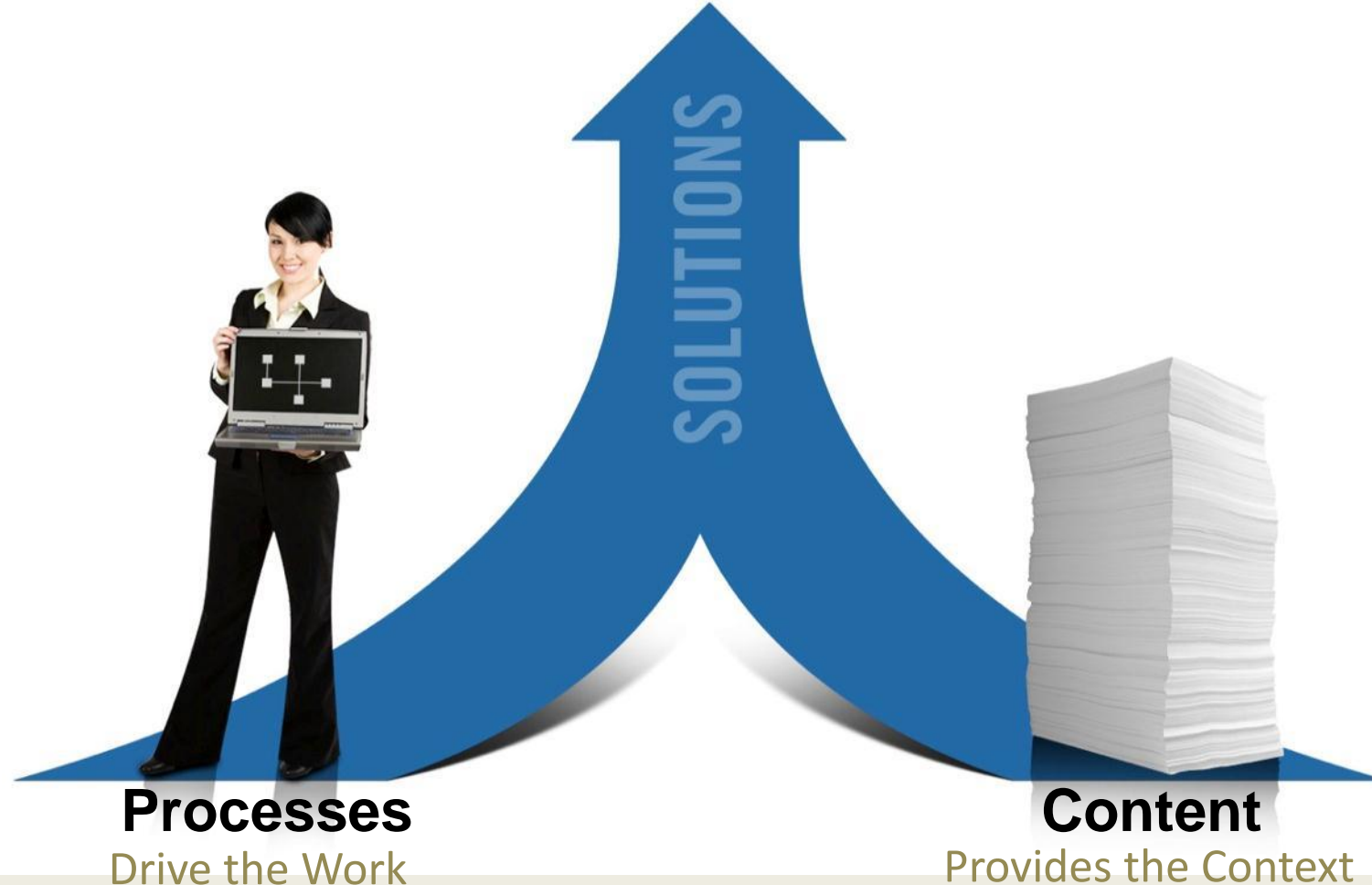
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Opportunity Wasted: Business Application and Enterprise Information out-of-sync



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

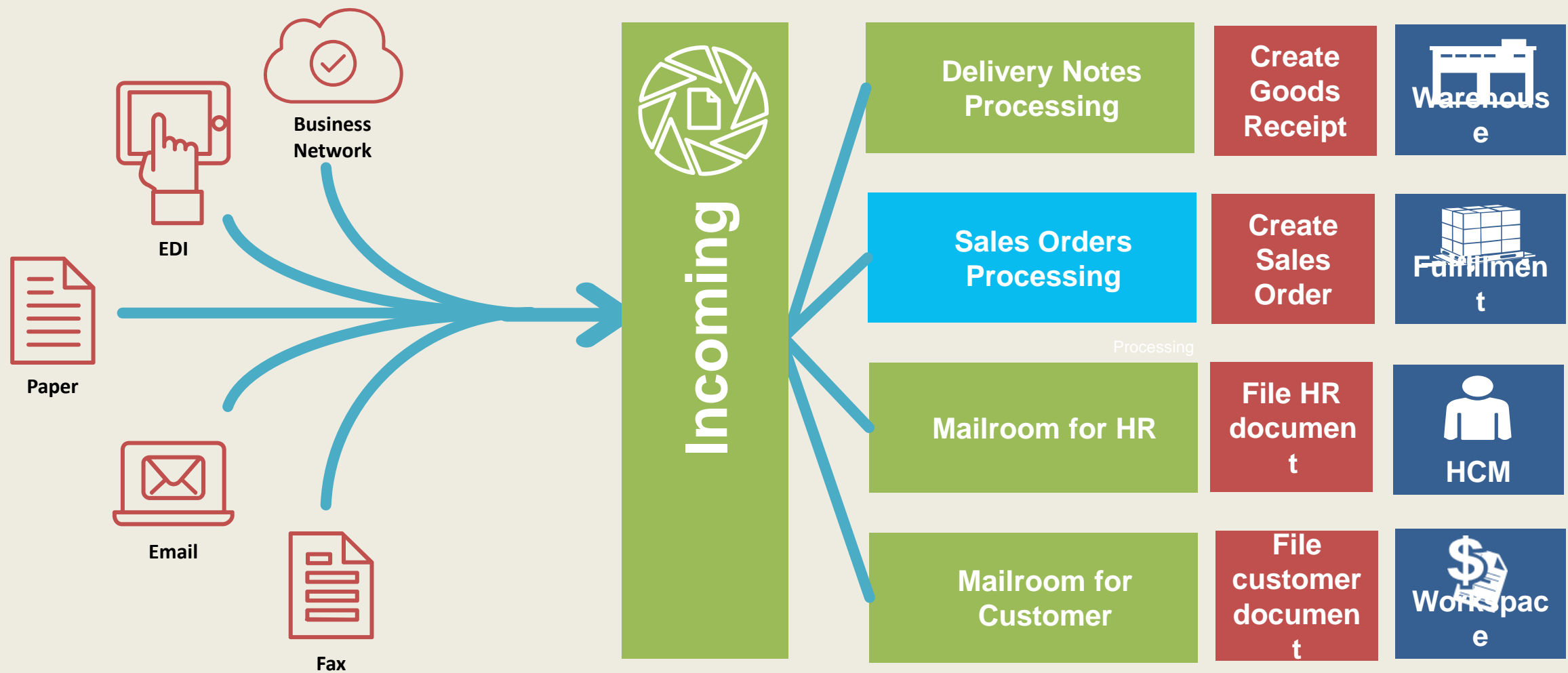
Enables Information Fueled Processes

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

Process PO Invoices -UK - 000000001290

Process PO Invoices -UK - 000000001290

Hide Options Hide Detail Pane Open Comments Display Image Set to Obsolete Rescan Help View Service Requests Create Service Request

OPENTEXT Vendor Invoice Management™ for SAP® Solutions

Create New PO	Create New PO
Change PO	Change PO
Refer for Info	Refer for Information
Refer	Refer to PO Invoice AP Processor
Refer	Refer to PO Invoice Buyer
Refer	Refer to Requisitioner
Refer	Refer to Receiver

Basic Data Line Items Accounting Tax Process

Trans./event Invoice

Reference Number MN-15112331

Auto-Calculate Tax ☒

Gross Amount 324,00 GBP

Tax Amount 54,00

Freight Amount

PO Number 4501404288

Invoice Category D Domestic

Trianglu Text

Document Date 23.

Supply Date 23.

Balance 0,0

Tax Code V1

Net Amount 270

Handling Charges

DN List

PO List

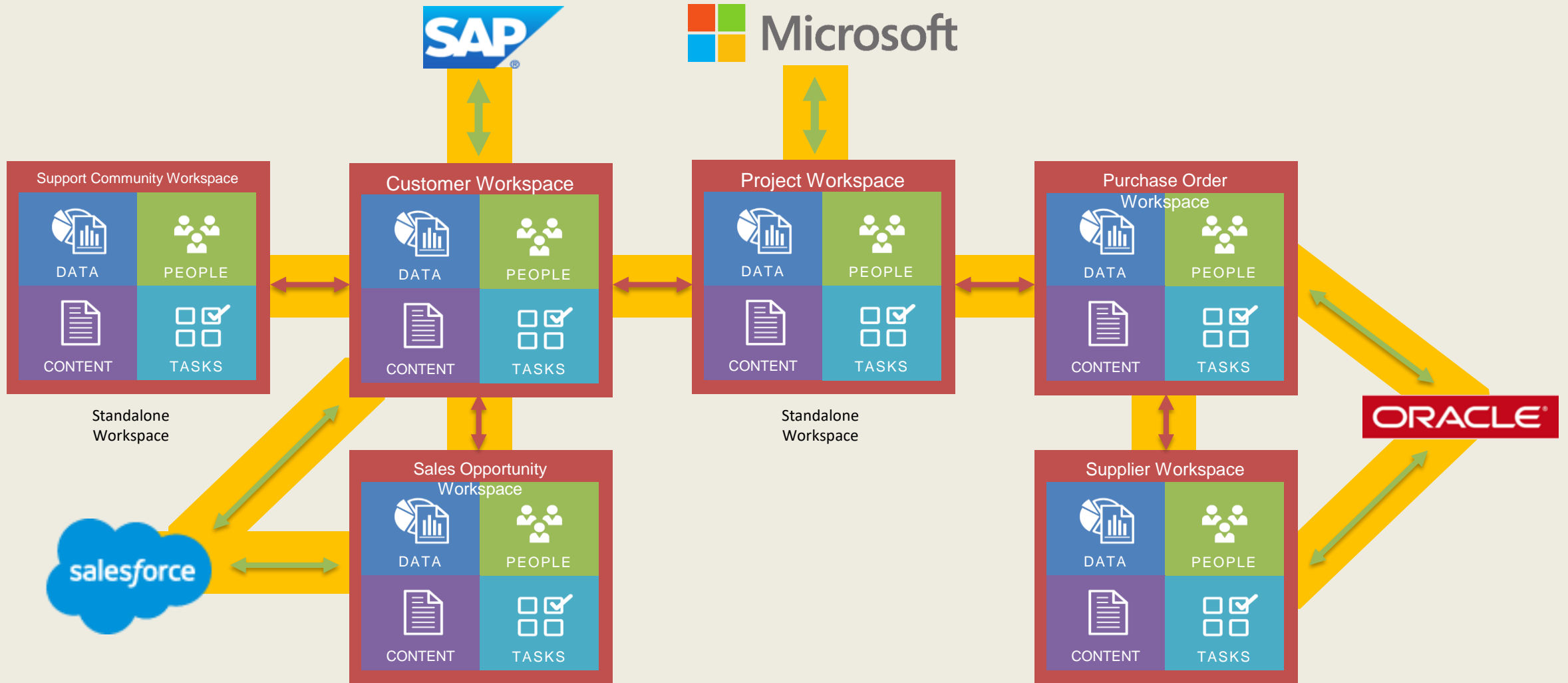
Invoice Date: 23/10/2015

Remit To
C.E.B. UK Ltd.
BOX 878990
Phone: 0113 243 1771
Fax: 0113 243 1723
CEB_UK@info.uk

Number	Customer Id.	Invoice No.	Delivery Date
288	463433	MN-15112331	23/10/2015

	Unit	Unit Price	Amount
1 GB RAM -Clear Black	PC	£135.00	£270.00

Information Silos Removed!



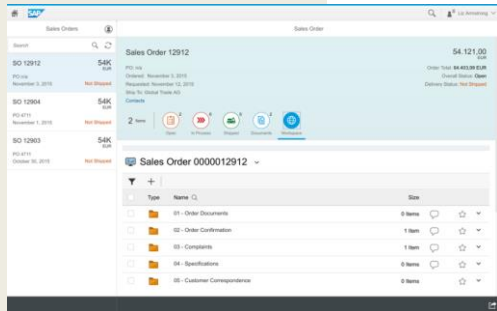
Process-centric Collaboration without Barriers

Business Value

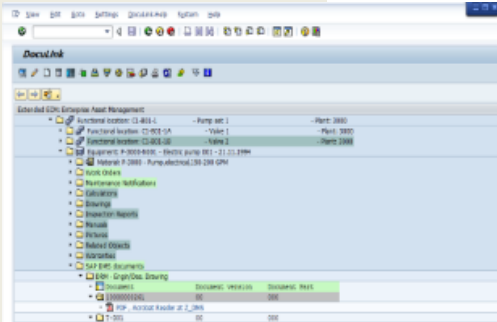
SOLUTIONS

Processes

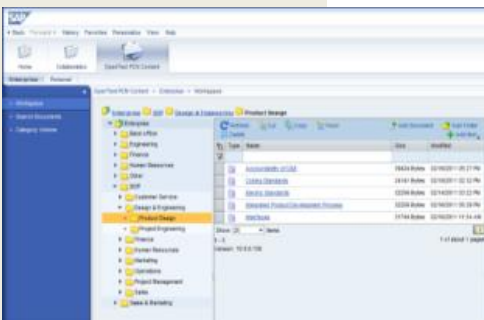
Content



ERP in Web



ERP Client

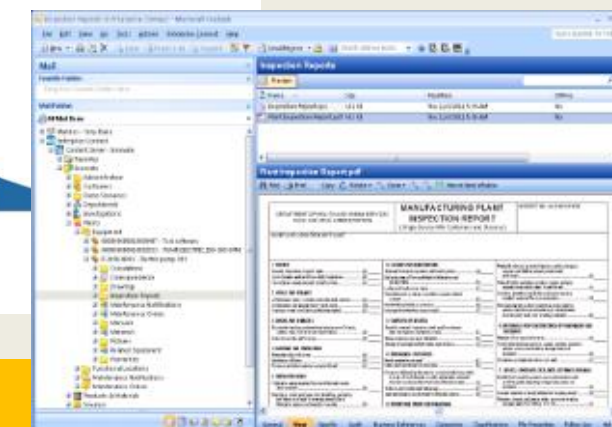
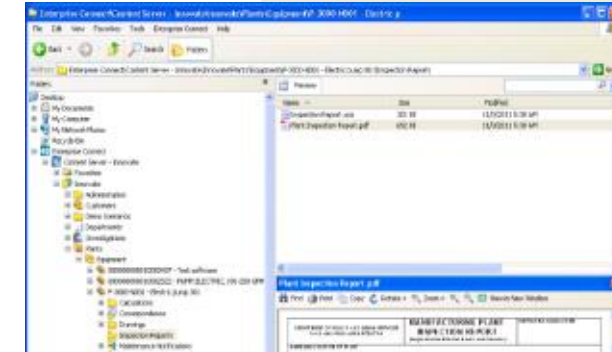
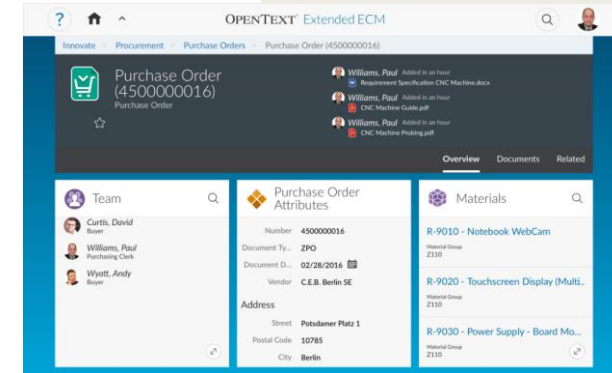


ERP Portal

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Mobile



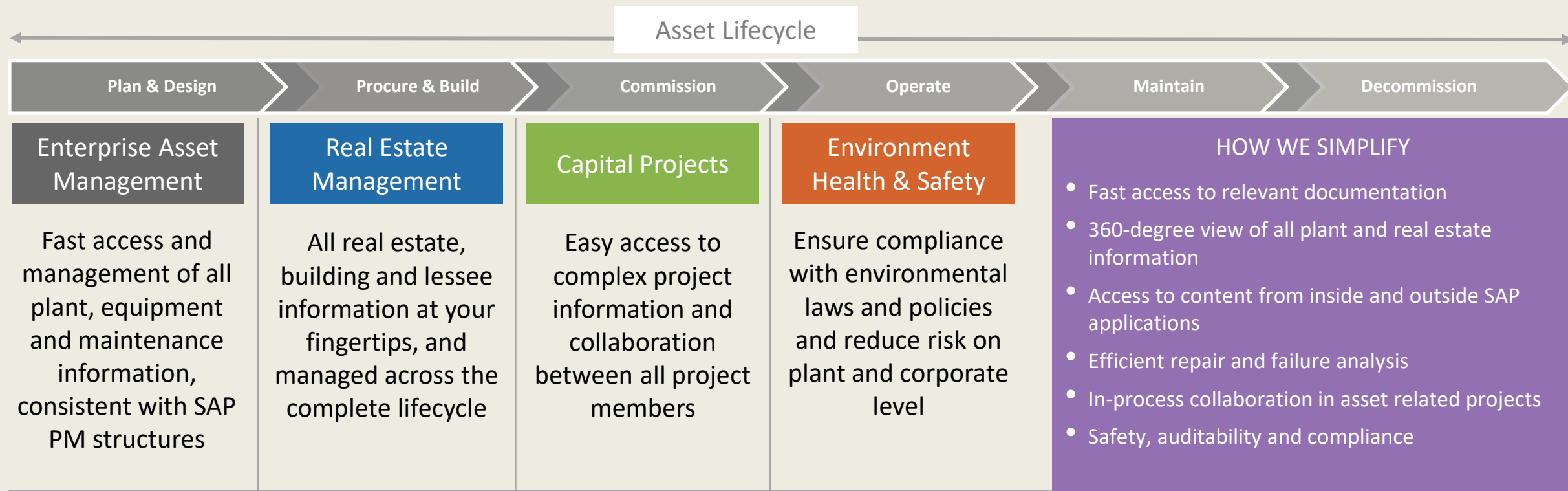
Value across the Enterprise

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

“High Performing Equipment and Safe Plants”

opentext™



Simplify your
Business



anglianwater

13%
reduced repair time



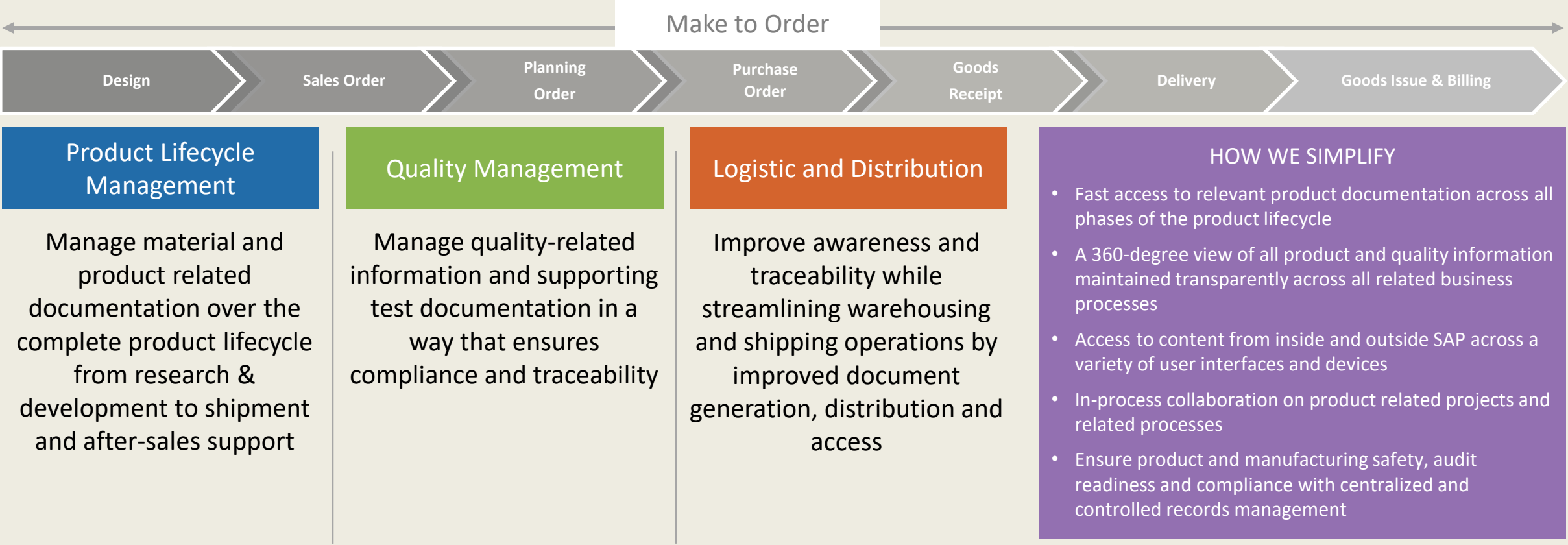
30%
Faster connect to grid



50%
less cost of document
mgmt

Product Excellence

“Innovative Products and Fast Time to Market”



Simplify your Business



66%

less costs for product release



\$2M

annual savings in logistics



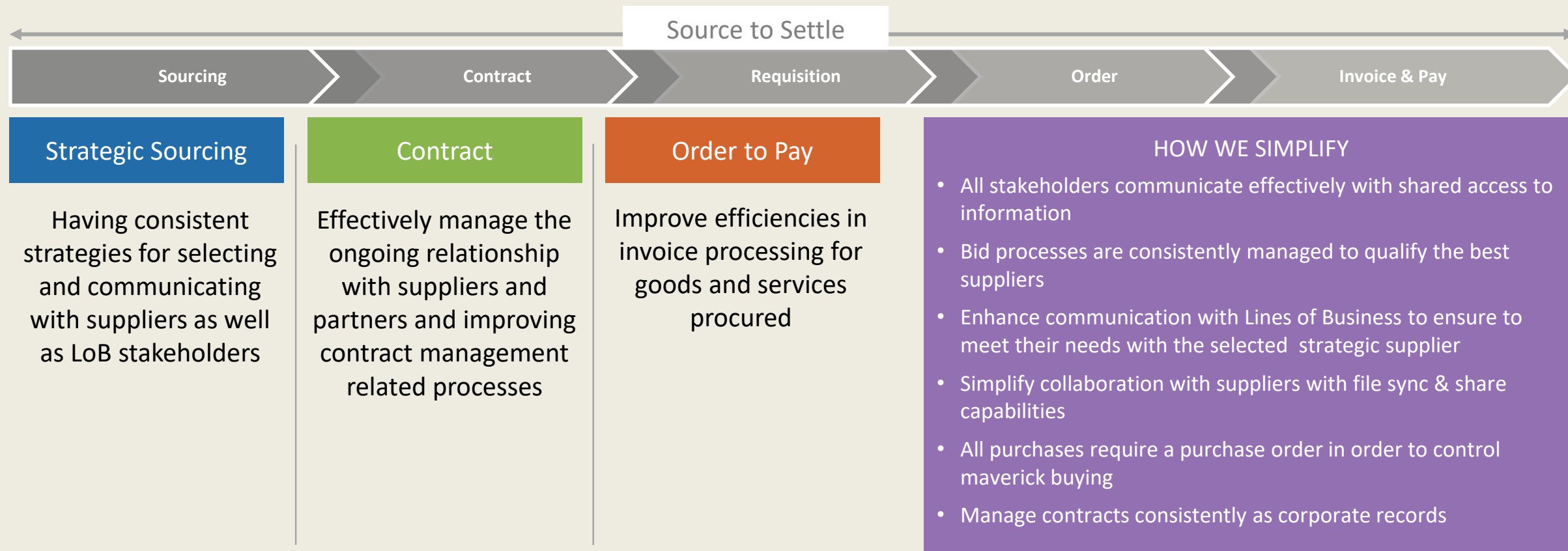
85%

reduced infrastructure cost

Supplier Excellence

“Globalized Real-Time Supplier Collaboration”

opentext™



Simplify your
Business



Information
Flow



Time
to Value



Governance Risk
& Compliance

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streamlines purchasing
and enforces accountability

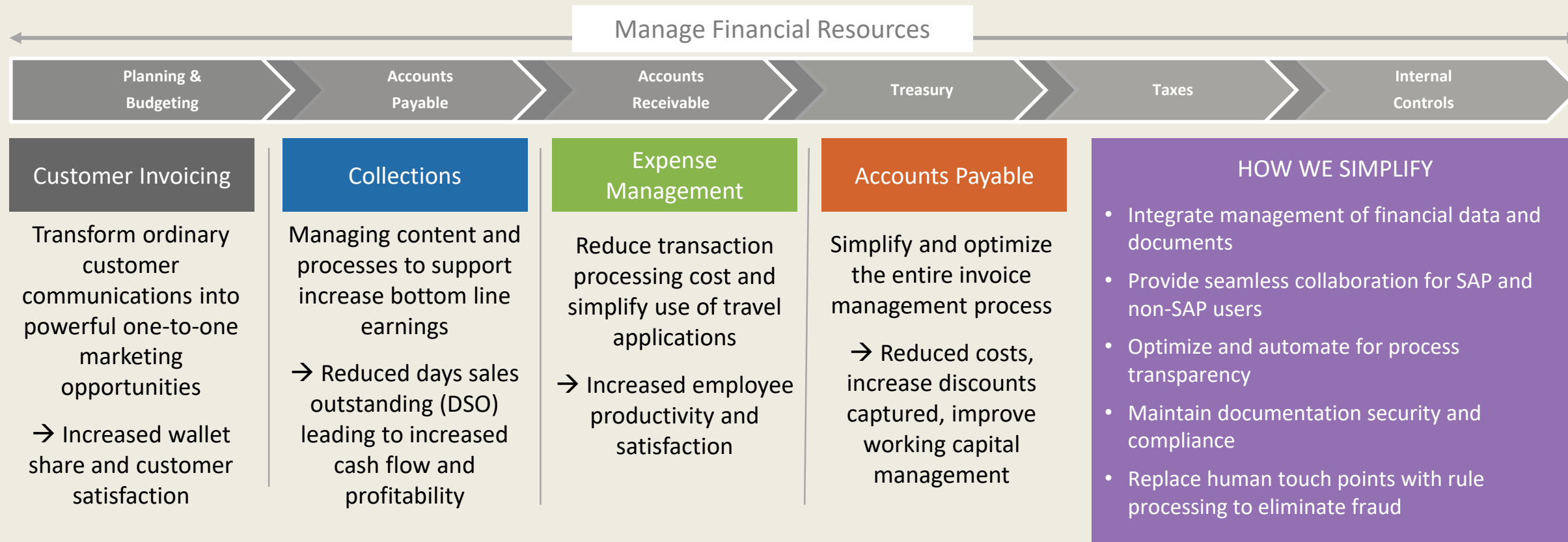


automates purchase-2-
pay with integrated EIM

Finance Excellence

“Streamlined and Transparent Finance Processes”

opentext™



Simplify your Business



Information Flow



Time to Value



Governance Risk & Compliance

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50%

increase in AP automation



99.78%

billing accuracy

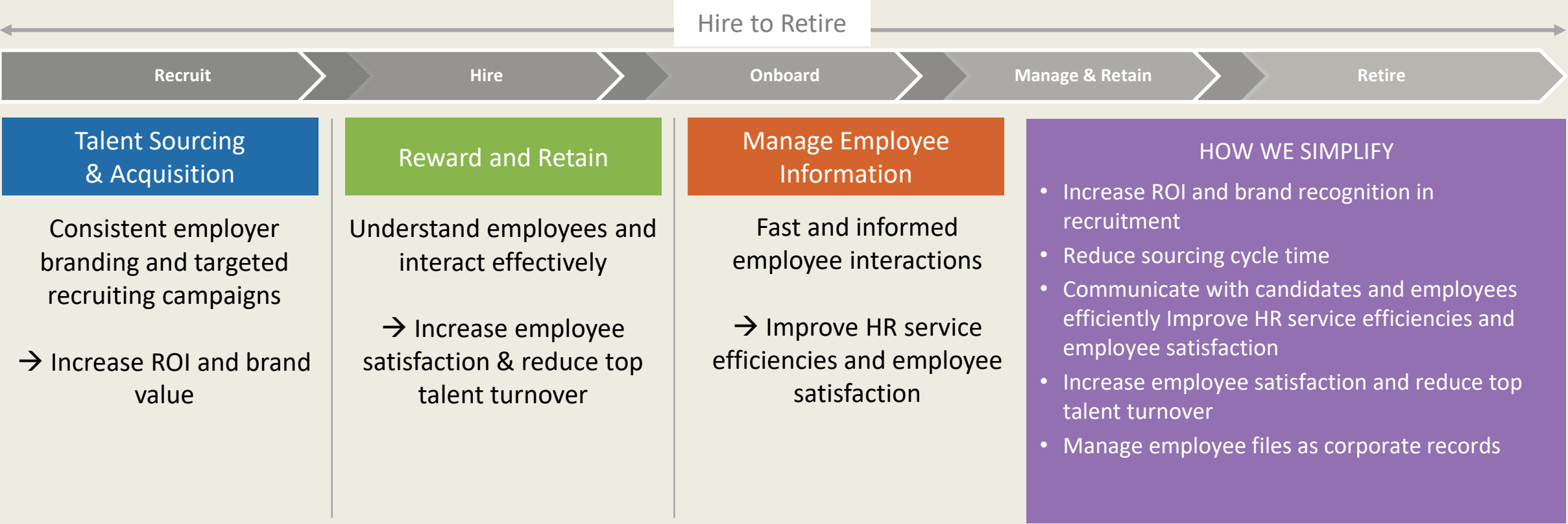


4-5 hours

saved per day in AR process

Workforce Excellence

“Empowered High Talent Workforce”



Simplify your
Business



4.5 min

average call handling
time



80%

transactions completed in
1 day



62%

payroll process
improvement

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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