Deloitte.

EMEA Consulting 2020 Capability Build

EMEA Centers of Excellence
The OpenText CoE

Building to share.
Playing to win.

Introduction
Enterprise Content Management

In recent decades, businesses have experienced exponential growth in the volume of both the structured and the unstructured content they manage - documents, e-mails, social data and more.

This rapid growth requires a transformation of business processes to digital, scalable solutions. However, few companies have the systems and processes in place to store, access and extract value from their unstructured content.

The EMEA OpenText Centre of Excellence combines Deloitte's business knowledge with OpenText technologies to help clients manage their assets to gain easy access, tap insights and reduce risk.

We help enterprises transform their information management systems and processes - from strategy to execution – enabling them to:

- **Digitize and streamline** paper or document-intensive work processes

- **Unlock business insights** buried in unstructured content

- **Reduce content clutter** and improve 'findability'

- **Lower risk** by addressing security, regulatory and compliance needs

- **Improve time to market** in publishing and delivering content.

We also help our clients integrate OpenText to extend the value of their SAP ERP implementation for processes like Maintenance, Global Trade Compliance, HCM, Accounts Payable, etc.

Next to SAP, many of our clients also run other ERP platforms and cloud solutions; like SalesForce, Oracle, etc; to which we also integrate OpenText based on xECM to create an enterprise wide EIM platform for content-enriched business processes.

> 500 Experts globally, of which more than 50 consultants locally in EMEA to support you on-site

8x OpenText Global System Integrator of the Year Award

Strong alliance & track record with OPENTEXT

Why OpenText for SAP EIM?

OpenText is a Canada based company, recognized by Gartner as one of the leading software vendors for Enterprise Content Management. OpenText has a portfolio of solutions which seamlessly integrate with SAP, Salesforce, Oracle and other package software.

As a strategic partner of SAP, OpenText provides Content Management solutions that fully integrate in SAP. These solutions - available in SAP's catalogue - embed the functionality to manage unstructured information and documents in parallel with the business processes.

This acts as a constructive disruptor to a company's standard working practices, creating an opportunity to run SAP processes as a truly digital enterprise.

Digital Enterprise
Digital Workplace and
New Ways of Working

Deloitte's Digital Transformation Framework helps companies adopt and optimize their use of digital tools and processes, including the broad range of OpenText solutions.

This framework is grounded in years of experience and is constantly updated based on leading practices in the market. The framework consists of four layers ranging from functional to technical, and covering Business Drivers and Compliance.
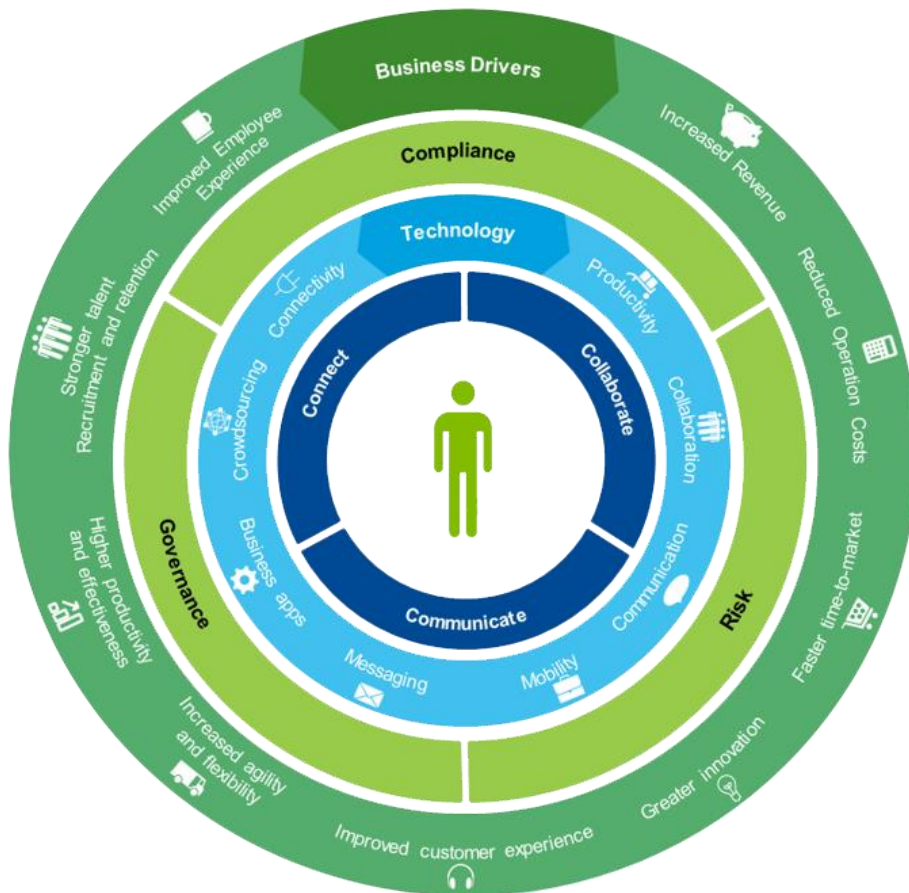
People

The inner layer focuses on employees' ability to do their jobs by collaborating, communicating and connecting with others.

Technology

The second layer covers the technologies used to enable the digital workplace, integrated directly into business processes.

Control

The third layer minimises risk. Information flows and information use must comply with the organisation's policies and industry regulations.

Business Drivers

The outer layer of business drivers shows how digital transformation adds measurable value to an organisation.

Digital Transformation
Information Driven Organization

The EMEA OpenText CoE applies a multidisciplinary approach to design, implement and integrate solutions using OpenText as the backbone of the Information Driven Organization.

	Operations	**Risk**	**People**
Drivers	Process Automation Content Structure Information Access Customer Service	Regulatory Compliance Ease of Discovery Exposure Reduction	Knowledge Re-use & Transition Digital Workplace Culture Consistency Employee Satisfaction
Capabilities	Content Management Portal Workflow & Forms Content Analytics & Reporting Federated Search	Records Management E-Discovery Auto Classification Archiving	Knowledge Management Online Collaboration Document Management Mobile Delivery

Through our innovative solutions, we digitize and transform business processes and give our clients the opportunity to disrupt the way they work today and become a truly Digital Enterprise.
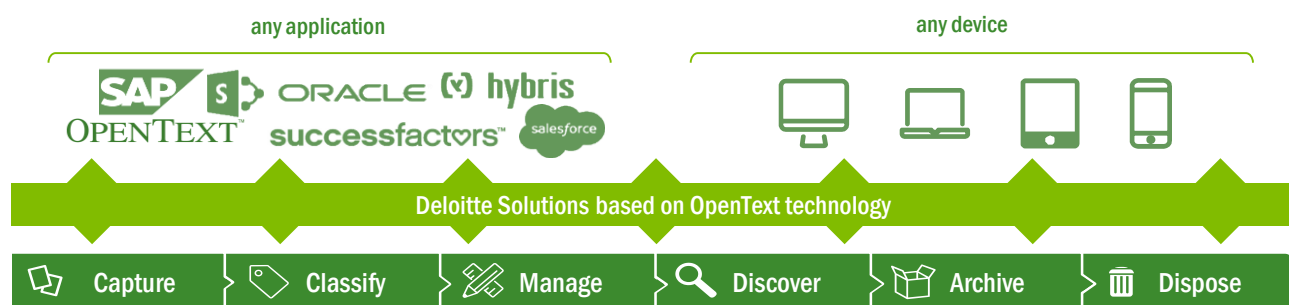
Services

Strategy & Architecture
Developing a content management strategy and roadmap and creating a technology architecture

Design & Implementation
Analysing, designing and implementing technology solutions and processes for managing content

Solutions

Industry-Specific Solutions
Consumer & Industrial Products, Insurance, Banking, Life Sciences & Pharma, Energy & Resources, Chemicals, Telco, Public Sector …

Process-Centric Solutions
Accounts Payable Automation & e-Invoicing, Global Trade Compliance, Asset Management and Digital Maintenance, Complaints Management, Hire To Retire, Omni-Channel Customer Engagement …

OpenText In Action
Information Management Lifecycle

OpenText manages and integrates content into your business processes

OpenText technology can manage information throughout its lifecycle, from capture to disposal. OpenText solutions can be integrated in business processes to transform content into knowledge, with that knowledge made available through any application, anytime, on any device.

any application   any device

SAP **S** ORACLE ⓥ hybris
OPENTEXT™   successfactors™   salesforce

Deloitte Solutions based on OpenText technology

| Capture | Classify | Manage | Discover | Archive | Dispose |

OPENTEXT™   **Backbone for Information Driven Processes**

Experience

We have developed extensive experience in the implementation of OpenText solutions in EMEA, Americas and APAC, with over 30 projects delivered at major international clients. We deploy integrated Deloitte teams which combine ERS, Tax, Financial Transformation and Consulting's Human Capital, SAP Process Excellence & Enterprise Content Management services.

Geographical exposure

The EMEA OpenText Centre of Excellence is based in Belgium with an additional team of experts in Spain. We have worked with clients based across Europe, including Germany, The United Kingdom, The Netherlands, Spain, Norway, France, Luxembourg & Switzerland. Our team is also active in other EMEA countries and we often assist on projects in the Americas & APAC regions.

Go-2-Market around 6 Digital Transformation use cases:

- **Sales & Services** digitally enabled for SAP and SFDC
- **Digital Personnel File** for HR SSC integrating with SAP HCM, SAP SF and other HCM cloud solutions
- **Global Trade Compliance** for SAP GTS and ECC
- **Digital Maintenance** for SAP Plant Maintenance and the SFDC Service Cloud (including QlickSoftware integration)
- **Accounts Payable 2.0** based on SAP VIM, including our tax code automation solution and operational and managerial dashboards
- **OpenText Content Suite 16** as the backbone for your Digital Journey, connecting different ERP platforms to create 1 enterprise wide EIM provider

Deloitte is a leading System Integrator for OpenText. In addition to being awarded the OpenText Global System Integrator of the Year since 2010, Deloitte is also the OpenText leader across many of our industries. Deloitte is OpenText's leading alliance with respect to EIM (Enterprise Information Management) advisory and implementations for many of our most strategic customers, across our product suite (from EIM to SAP). OpenText fully supports and endorses Deloitte's demonstrated track record to deliver EIM programs.

Mark Barrenechea, CEO, OpenText

Want to know more?

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