opentext™

Success story

KHS GmbH

Industry
- Engineering, Construction & Operations

Solution
- OpenText™ Extended ECM for SAP® Solutions

Results

🤝 **Customer loyalty** has been improved by providing better service supported by better information management

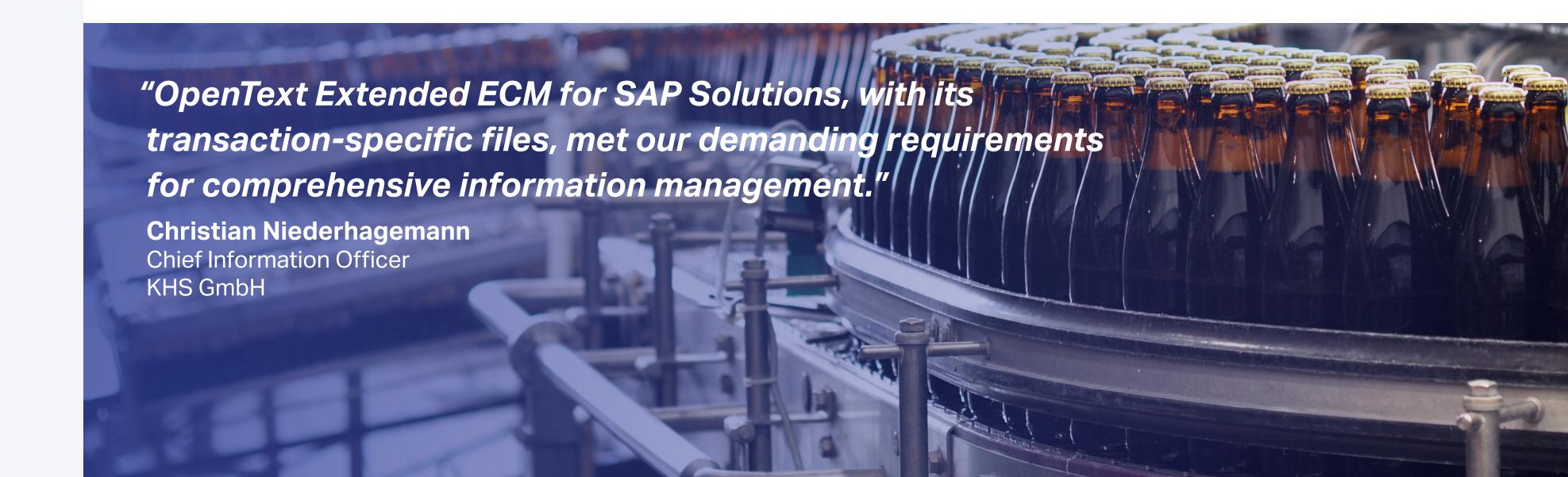$ **Sales costs reduced** due to faster preparation of proposals

👥 **Better information access and sharing** has improved collaboration with suppliers

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KHS accelerates sales processes with OpenText Extended ECM for SAP® Solutions

Plant manufacturer sees immediate benefits in sales processes and lays foundation for company-wide information management

"OpenText Extended ECM for SAP Solutions, with its transaction-specific files, met our demanding requirements for comprehensive information management."

Christian Niederhagemann
Chief Information Officer
KHS GmbH

KHS GmbH (KHS), headquartered in Dortmund, Germany, is a leading international manufacturer of bottling plants and packaging systems for the food, beverages and non-food industry. KHS has over 4,500 employees and generates revenues in excess of €1 billion (2014). From five locations in Germany and six other international locations, KHS develops and manufactures their portfolio of bottling and packaging machines. It is a respected market leader and supplier of innovative, reliable and highly efficient products and services, such as turnkey solutions for complete plants, individual machines and refurbishments, as well as worldwide on-site services available around the clock.

KHS started as a medium-sized business and has grown to be a global manufacturer and supplier of customized bottling and packaging systems. Their customers require a system tailored to their own requirements, and the drive toward standardization—particularly from major customers in the sector—is on the increase. Consequently, the sales process is both time-consuming and complex, often spanning many months. This involves a large number of documents, such as correspondence, quotations, specification documentation, layout plans and draft proposals, etc. which are exchanged between customers, suppliers and employees. In order to speed up their processes, KHS needed to consistently integrate the extensive array of documents into their processes. To so do, KHS selected OpenText™ Extended ECM for SAP® Solutions due to its seamless integration with SAP.
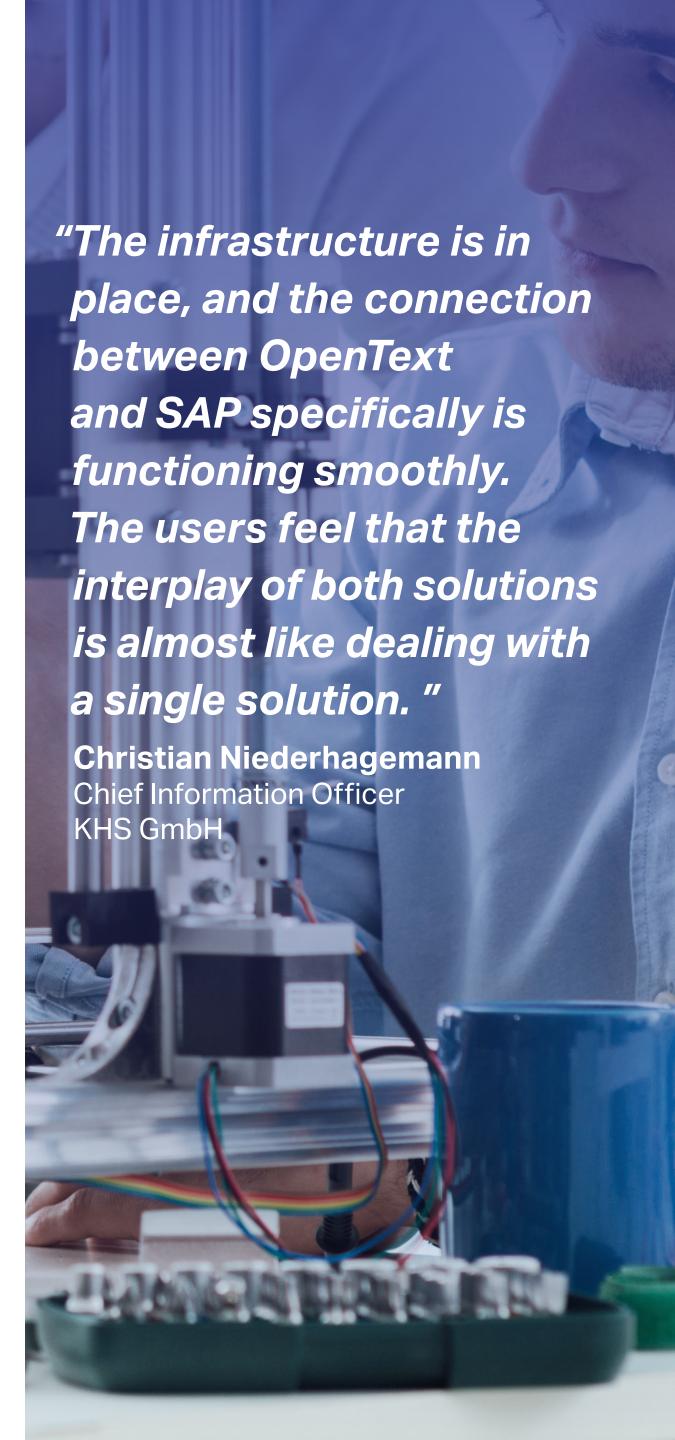
KHS plans wider usage by digitizing processes

"The construction and maintenance of plants take years. Every day, new documents are created and are part of company-wide processes," explained Christian Niederhagemann, chief information officer of KHS GmbH. *"These documents must always be available in the right place at the touch of a button. Our employees have to be able to exchange content simply with both customers and suppliers. The OpenText solution makes this possible."*

The project was triggered by the demand for a process-oriented view of documents to simplify and accelerate workflows. KHS originally only wanted to introduce a solution in the sales department, because the previous system was unable to satisfy user expectations. However, from the very start of the project, Niederhagemann and his team favored a platform solution that would allow all document-focused processes to be managed—and that's why OpenText made sense.

A 360-degree view of every customer and project

KHS has over seven million documents, with 3.7 terabytes of data stored in their sales archive, and this does not include emails. *"Our sales workflows are managed in SAP CRM, which is our primary system for all of our sales related processes,"* said Niederhagemann. *"We required a solution that would enable us to store all files and relevant information for every transaction in one place. Users need to be able to access all information directly from the sales processes and the SAP interface."*

"The infrastructure is in place, and the connection between OpenText and SAP specifically is functioning smoothly. The users feel that the interplay of both solutions is almost like dealing with a single solution. "

Christian Niederhagemann
Chief Information Officer
KHS GmbH

Also, information had to be accessible to other departments. For example, documentation for a plant is created during the sales process. Information contained in this documentation is also relevant for the maintenance teams. They must be able to access the documents at the touch of a button, finding them easily by using a powerful full-text search. Locating information was time-consuming and involved multiple queries and checks with colleagues. In addition to needing a single, central content repository, KHS also required extensive content management functions that seamlessly integrated to SAP. *"OpenText Extended ECM for SAP Solutions, with its transaction-specific files, met our demanding requirements for comprehensive information management,"* confirmed Niederhagemann.

KHS strengthens customer loyalty

Implementation of the OpenText solution took place within a period of around four months at the end of 2014, with an internal KHS team collaborating closely with OpenText Professional Services. The IT department at KHS even began using the solution before sales as part of a pilot project. The first sales group has been using the solution since the spring of 2015, benefitting from quicker access to documents.

By the summer of 2015, the solution will be rolled out to another 200 of the total of around 1,000 colleagues in sales worldwide. User experience feedback has been uniformly positive. *"Our colleagues in sales have all the information about a customer order readily available, from the construction plan to documents from our suppliers. This ensures we can prepare proposals considerably quicker and answer queries from our customers immediately, improving our customer service greatly,"* explained Niederhagemann.

Financial and time benefits for future projects

"The infrastructure is in place, and the connection between OpenText and SAP specifically, is functioning smoothly. The users feel that the interplay of both solutions is almost like dealing with a single solution. On this basis, we will be able to implement the follow-up projects quickly and with little additional effort," said Niederhagemann. In 2015, purchasing will also be switched to the OpenText platform. Since KHS has been using an OpenText™ Web Content Management system, Niederhagemann is also considering linking it to Extended ECM. Finally, there are also plans to introduce company-wide records management using the OpenText platform as the basis for compliance purposes.

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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