

**FARYS/TMVW**

**Industry**

- Utilities

**Solutions**

- OpenText™ Document Presentment for SAP® Solutions
- OpenText™ Extended ECM
- OpenText™ Core Signature
- OpenText™ Core Share
- OpenText Professional Services

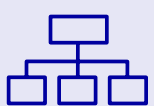
**Results**



**Delivered** a single platform for the design, deployment and multichannel delivery of documents, whether digital or print



**Provided** business users with hands-on control of documents and content and reduced reliance on IT staff



**Integrated** solution with SAP for seamless document workflows across applications



**Deployed** cloud-based content sharing and signature applications for hybrid cloud/on-premises strategy



# FARYS accelerates customer communications management with OpenText solutions

**Belgian water company transforms customer communications with OpenText™ Document Presentment for SAP® Solutions for greater control, visibility and efficiency**

***“The upgrade has enabled us to use new features of Document Presentment for SAP Solutions, like the APIs, so we can connect more easily to SAP and to other systems. The connection between SAP and OpenText is a huge benefit for us. We produce more than two million documents annually. Every document that is generated in SAP, be it a bill, purchase order or letter to personnel, is now done by one system, Document Presentment for SAP Solutions.”***

**Inge Opreel**  
CIO  
FARYS/TMVW




**Founded in 1923, FARYS/TMVW is a multi-utility, multi-service public sector organization providing fresh water, wastewater management and other services to more than 600,000 customers in Belgium. While drinking water distribution remains its core activity, FARYS also provides services related to the construction and renovation of swimming pools and sports facilities. In addition, the company conducts research and development focused on the challenges of climate change and sustainable water management.**

### **Driving innovation with technology**

Throughout its history, FARYS has focused on innovation and invested in new technology to help the organization grow. Inge Opreel, CIO at FARYS/TMVW, commented on the importance of technology and innovation at the company: ***“We are a public company, and we feel a responsibility to help prevent climate change and to be sustainable. So, technology and innovation are strategic anchors at FARYS. They will help us find new ways to preserve water, to research water management and also to communicate with our customers and other stakeholders on sustainable water use.”***

Technology is also critical in everyday communications with FARYS customers, such as water bills and letters. Opreel noted that the IT department at FARYS plays a vital role in supporting customer communications management (CCM) with technology that supports the creation, delivery, storage and retrieval of outbound communications, including customer correspondence, marketing communications, new product introductions and bill and payment notifications. ***“We have a clear IT vision for a centralized system where we can reach all our customers, whether it’s digital or paper, through a single platform,”*** said Opreel.

In the past, FARYS had relied on an external print shop to produce customer documents, which was costly and lacked flexibility. ***“If we wanted to add a new type of document, or if we wanted to change the layout, then we were dependent on the print shop to make those changes. This took a lot of time and cost us a lot of money. Also, if we were not satisfied with certain services, we couldn’t look elsewhere because we were tied to the print shop,”*** said Opreel.

A close-up photograph of water splashing, with droplets frozen in time, creating a dynamic and refreshing visual.

***“An important benefit to our application team is that they can monitor the whole document cycle, from the bills that are generated within SAP, to what is coming in Document Presentment for SAP Solutions, what has been processed for output, and which output channel. They can follow all these numbers through the OpenText technology and ensure that we are not losing any bills.”***

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A close-up photograph of water splashing, with droplets frozen in time, creating a dynamic and refreshing visual.



## Efficient and dynamic customer communications

Several years ago, to gain control, flexibility and efficiency in its customer communications management (CCM) approach, FARYS assessed various solutions and ultimately selected OpenText™ StreamServe™ to provide the platform it needed. ***“We did a study, and at that time, OpenText StreamServe was chosen. We have a very big SAP landscape, and StreamServe integrated very seamlessly into that landscape,”*** said Opreel.

By moving to the OpenText CCM solution, FARYS automated and customized customer documents to save time and money and reduce the need for external resources. The solution allowed business users to quickly and easily create, edit and personalize content for customers. Opreel reported, ***“One of the main benefits was that we were not dependent on the print shop anymore. This was very much appreciated from the business side, where they can do their own changes in layout, text and fields.”***

## Boosting CCM with Document Presentment for SAP Solutions

After a successful StreamServe deployment, FARYS recently made the upgrade to OpenText™ Document Presentment for SAP® Solutions, the next step in OpenText’s CCM roadmap. The upgrade would facilitate communications regardless of output channel, device or

screen size. The solution also featured connectors and improved API (REST) to ensure seamless integration with business applications, such as SAP, in addition to content collaboration with OpenText™ Extended ECM (xECM) and OpenText™ Core Share and a digital signature application with OpenText™ Core Signature.

The OpenText Professional Services team supported the initial StreamServe deployment and the subsequent upgrade to Document Presentment for SAP Solutions. ***“OpenText Professional Services not only provided expertise in the matter, but they really guided us through the whole project to make sure that we had a high quality, robust solution that we could build on in the future,”*** said Opreel. ***“This has been a huge benefit to us, as we now have a solid platform that allows us to send thousands of documents out in a few seconds.”***

The upgrade has also provided full visibility into the status of document delivery, tracking and response. ***“An important benefit to our application team is that they can monitor the whole document cycle, from the bills that are generated within SAP, to what is coming in Document Presentment for SAP Solutions, what has been processed for output and which output channel,”*** Opreel said. ***“They can follow all these numbers through the OpenText technology and ensure that we are not losing any bills.”***





## Integrated systems for quality communications

The new solution easily connects with other business systems at FARYS, such as SAP, to integrate data and content. ***“The upgrade has enabled us to use new features of the Document Presentment for SAP Solutions, like the APIs, so we can connect more easily to SAP and to other systems,”*** said Opreel. ***“The connection between SAP and OpenText is a huge benefit for us. We produce more than two million documents annually. Every document that is generated in SAP, be it a bill, purchase order or letter to personnel, is now done by one system, Document Presentment for OpenText Solutions.”***

The upgrade also improved integration with Core Signature, a cloud-based electronic signature application, which allows parties to sign documents quickly and easily. The application filled a need in the FARYS customer portal, where the customer form for moving into or moving out of a location requires a signature. Opreel explained, ***“OpenText Core Signature helps make this process completely digital, by adding a digital signature. Using the OpenText APIs to integrate Core Signature with Document Presentment for SAP Solutions, our customers don’t have to log in to another portal to provide a signature. The document that is generated by Document Presentment for SAP Solutions is available for our customers to digitally sign right there in our portal. It’s working very well.”***

## A future in the cloud

The next step in the company’s upgrade plan is the implementation of Core Share, a solution that allows internal and external users to securely share and collaborate on content. ***“The first phase of implementing OpenText Core Share is to support our SAP project portfolio management, which we are upgrading in SAP S/4HANA®. With utilities infrastructure projects, there are a lot of documents that need to be either shared or uploaded by external parties.”***

For the time being, FARYS is following a hybrid strategy with Core Share and Core Signature running in the OpenText™ Cloud, while Document Presentment for SAP Solutions remains on premises. However, with technology and innovation always driving FARYS to grow and to meet goals related to sustainable water management, the company predicts a future move to the cloud. ***“We have our core applications, such as SAP on premises, but for innovation, we really look to the cloud,”*** Opreel said. ***“Eventually, we will move everything to the cloud because it provides a fast and agile way to bring innovation into the organization.”***



## 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](https://www.opentext.com).

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