

# Success Story

## T-Systems Optimizes Company-wide Collaboration Platform with Open Text

### Livelink ECM Means More Efficient Processes, Full Lifecycle Management and Knowledge Management for Projects

Growing international business, T-Systems, the busiest customer brand of Deutsche Telekom, can boast of continued success thanks to seamless integration within the organization and intensive project work. It is these circumstances that make the rapid formation of teams and their effective collaboration possible across organizational, departmental and national boundaries.

“Collaboration and document management contain huge added value potential when they are both focused on the needs of users,” says Bräuer. “By redesigning our platform on the basis of Open Text, we have successfully shown how best to utilize this added value potential.”

**Martin Bräuer,**  
Program Manager for Collaboration and Document Management at T-Systems

The company-wide platform for collaboration, document management and knowledge management is based on Livelink ECM from Open Text. The solution has allowed the one-stop IT service provider to establish the technical and functional requirements necessary to achieve this. Approximately 40,000 T-Systems employees are now using the Livelink platform, which was launched with a new design in January 2007. User acceptance has increased significantly because the platform design has eliminated previously inefficient access obstacles.

Around 160,000 companies and public bodies make use of T-Systems' integrated services for information and communications technology (ICT)—everything from managing data centers and global Internet protocol services to developing and administering applications. With branches in more than 20 countries, T-Systems is the provider of choice for conducting global business by many major European customers. The company, which has its headquarters in Frankfurt am Main, serves all sectors and is already a leading service provider for the automotive industry, the telecoms industry and the public sector. In 2007, T-Systems and its some 56,500 employees achieved sales of EUR 12 billion.

“Continual structural changes and internationalization require efficient collaboration,” says Martin Bräuer, Program Manager for Collaboration and Document Management at T-Systems. “Our teams need a platform that allows them to come together quickly and easily, and to exchange information in order to ensure the professional and efficient execution of customer projects. This means the platform must cover a variety of functions—which include not only collaboration, but also document and knowledge management. In addition, it must also be extremely scalable so that it can be implemented across the whole company and can grow in line with our needs. That means we are looking for a Web-based system offering sufficient performance, standardized structures and the automation of administrative processes.”

### Open Text Fulfills All Technical and Functional Requirements

T-Systems have been using the collaborative Livelink solution since 2003, so it was clear that it would be able to fulfill both the technical and functional requirements. The greatest challenge this project presented was how T-Systems would utilize the existing Livelink functionalities so that users would want to work with the platform from the very start. “A good measure of this is how easily the solution can be adapted, the flexibility of the authorization concept and the ease of integration with Directory Services,” says Bräuer.

#### Industry

ICT, Services

#### Customer



#### Business Challenges

- Dispersed teams and organizational changes created the need for an efficient, company-wide platform for collaboration
- File systems did not offer the necessary functionalities for document and knowledge management
- Lack of automation and standardization in the existing Open Text system limited user acceptance, increased administration time and caused quality problems

#### Business Solution

- Livelink ECM™ – Enterprise Server incl. WebDAV
- Livelink ECM™ – VirtualFolders
- Livelink ECM™ – Directory Services
- Livelink ECM™ – Communities of Practice

#### Business Benefits

- Unlocks value added potential
- Supports future company growth—both nationally and internationally
- High user acceptance leads to greater project efficiency, particularly in dispersed, international teams
- Ensures integration in the company-wide IT environment
- Facilitates the construction of a comprehensive ECM platform

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User representatives were therefore involved in project planning and implementation from the very start. This ensured that the requirements of different departments and different roles could be taken into account, in conjunction with the larger goal, which was to standardize interfaces and functions to the greatest possible extent.

## T-Systems Workrooms: Simple, Standardized, Automated

In the end, three different types of workrooms were designed on the Open Text platform—"team rooms" for organizational teams, "group rooms" for committees and "project rooms" for project teams. Three different authorization levels were also designed using Livelink—the first level allows guests to simply read the material; the second permits members to create new content; while the third allows Coordinators to assign roles to members, although they cannot change the standard authorizations.

When designing the workrooms, every effort was made to reduce access obstacles. For example, now all users can request new project rooms using an online form. These are then generated using a predefined workflow. If desired, these new rooms can be automatically provided with the prescribed T-Systems project management filing structure. In addition, they also have attributes for the customer in question, the associated portfolio area and the partners involved in the project.

Access to project information is protected and reserved exclusively for members. Users can create content in their preferred working environments—such as Microsoft Project, Microsoft Office or Microsoft Visio—and then file it in the relevant project room, make it available to their colleagues, and manage it using the document management functions of the Open Text platform. Automatically imported attributes on the organizational affiliation of a workroom make the system easier to navigate and search. In addition, users benefit from quick and easy access to the information they require and the content that is relevant to them.

In addition to the protected area, project rooms also have a public area, which allows the project manager to provide third parties with information that could be useful in the future. Public areas can be searched on a company-wide basis and constitute the beginning of a knowledge management component, as they allow employees working on other projects to read about their colleagues' experiences and results, and apply these to their own work.

Access to team rooms is controlled by ORG groups, which map the T-Systems organizational structure. ORG groups are managed automatically via an interface to the corporate directory. This means that a new member of the team is able to use the team room without a necessary manual administrative procedure.

## High User Acceptance=Clear Benefits

The restyled Livelink platform has been a complete success. Over the past year, more standardized project rooms were automatically set up compared to those that had been created manually over the previous four years. The utilization rate per registered user rose by 30%.

The system enjoys the characteristics of a self-service platform thanks to improvements such as the increased ease of operation, the quick results from content searches and the drastic reduction in the amount of time required for administration, particularly for project managers.

The advantages of the platform are clear. It is much more user-friendly, so the number of callbacks to the administrators has dropped considerably. The transparent structure of content and tasks makes work more efficient. Extensive search and navigation options—both inside and outside the workrooms—quickly lead users to the information they require. Finally, the life-like demo of the organization makes it easier to integrate new employees and employees gained through acquisitions into the company fold.

Ease of use is clearly a key factor for the level of acceptance found among users, but the system response time is equally decisive.

Since the beginning of 2008, the platform has been running on a new infrastructure using innovative system architecture. This has reduced the average response time of the platform by approximately 60% when navigating content.

## Future Plans

T-Systems is working on two enhancements for its collaboration platform. The first, a planned Extranet gateway for collaboration with customers and business partners, is currently in the pilot phase. It aims to extend the user group along the value-added chain, thereby further improving project efficiency. Secondly, a lifecycle management system for project rooms with storage periods of up to 10 years will be implemented with the Open Text platform from 2008. This will enable T-Systems to meet its compliance obligations in the area of corporate governance, while simultaneously making the valuable, but dormant information locked in completed projects searchable at a later date.

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