

**Department for  
International Development**

**Industry**

- Public Sector

**Solutions**

- OpenText™ Content Suite Platform
- OpenText™ Remote Cache
- OpenText™ Enterprise Connect

**Results**



**Improved** user adoption and compliance



**Reduced** document retrieval from minutes to seconds for increased efficiency



**Eliminated** data loss caused with content stored on laptops



**Improved** performance for remote locations, making it comparable with main office locations

# DFID increases global staff productivity with greater collaboration and knowledge sharing

**Department for International Development (DFID) improved user adoption and compliance with OpenText™ Content Suite and OpenText™ Remote Cache**

*“OpenText Content Suite is now a key part of our enterprise information management strategy. The OpenText solution is mature, a market leader and provides us with the performance and stability we require.”*

**Richard Franklin**

Head of Knowledge and Information Management and Departmental Records Officer  
Department for International Development





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**Established in 1997, the Department for International Development (DFID) is a UK government department that leads the UK's work to end extreme poverty. Working across Africa, Asia and the Middle East, DFID tackles global challenges to build a safer, healthier, more prosperous world for people in developing countries and in the UK.**

In 2005, DFID implemented an Electronic Document and Records Management (EDRM) solution; however by 2013, the solution was no longer meeting the needs of the organization. Many users began working outside of the corporate EDRM solution, as a result of being frustrated by performance and usability issues, relying on local hard drives that created potential security risks, impeded effective collaboration, and impacted knowledge sharing.

***"Our business needs had evolved and were beyond the existing solution,"*** said Anne Fraser, principal knowledge coordinator and head of Profession for Knowledge and Information Management at DFID. ***"We looked at what others in government were doing to address their challenges and having evaluated the market, we selected OpenText Content Suite."***

Since implementing the new solution, around nine million documents have been captured and categorized according to the policies of DFID. Among the key challenges DFID was looking to address was providing the same system performance for remote users and those at global locations with low bandwidth. OpenText Remote Cache Server was successful and users are reporting significant performance improvements with the new solution.

Fraser continued, ***"Moving away from an on-premise solution, to a managed cloud solution from OpenText, has reduced our internal support overheads and given us a truly scalable solution."***

Richard Franklin, head of Knowledge and Information Management and Departmental Records Officer at DFID added, ***"To engage users and ensure high rates of user adoption, the solution had to have an intuitive, easy to use interface. Content Suite certainly provides this and is now a key part of our enterprise information management strategy. The OpenText solution is mature, a market leader and provides us with the performance and stability we require. The integration with Microsoft® Office, including Microsoft® Outlook®, and the desktop is seamless, with many users not even requiring any training for the solution."***

The improved performance has been just one of many benefits that DFID has realized. The OpenText solution helps the organization meet its transparency agenda, allowing easy external publication using web services. And, by opting for a cloud based solution with no customization needed to the core system, support and future upgrades are easier.

From the outset of the project, DFID engaged its users to ensure their voices were heard. Working with partner organizations Leidos and Aimi, the DFID project team created an effective consortium with all the necessary knowledge and skills to take complex requirements and deliver a successful project.

***"Moving away from an on-premises solution to a managed cloud solution from OpenText, has reduced our internal support overheads and reduced the overall cost of ownership."***

**Anne Fraser**

Principal Knowledge Coordinator  
and Head of Profession for Knowledge  
and Information Management  
Department for International Development





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***“We engaged everyone from day one and had the backing of senior management, who approved the business case to implement Content Suite. We adopted an agile project methodology, working closely with Leidos, who provided infrastructure expertise and Aiimi, an OpenText partner, who helped us migrate and implement the new solution. Together with OpenText, this consortium approach was central to our success,”*** said Franklin. ***“A comprehensive change management program contributed too, and when we reached the user acceptance testing (UAT) stage, we were oversubscribed with users wishing to take part.”***

The improved performance has been just one of many benefits that DFID has realized. The solution also allows easy external publication and knowledge share, using web services. With safe and secure storage, users can access and share content, allowing them to more effectively collaborate and work offline or at home by downloading content to their laptops. Once they are connected to the network again, any updates are automatically synchronized. Additionally, users have the option of working in their familiar environments such as Outlook or Windows® Explorer and using OpenText™ Enterprise Connect, which integrates directly with Microsoft Office desktop tools.

***“With the old ways of working, it could take a long time to retrieve a document, now it is just seconds. Across 3,900 staff, that’s a huge efficiency gain. Users now have control within the context of our corporate policies, no longer lose information and are saving a lot of time,”*** explained Franklin.

Content Suite’s extensive records management functionality also addresses key areas of compliance, including servicing Freedom of Information requests, current Data Protection legislation and both the Public Records Act and the upcoming General Data Protection Regulation (GDPR).

In order to create a single, cohesive information ecosystem, DFID is looking at using OpenText to ensure overarching information management using additional capabilities and integrations with Microsoft® Office 365 and the OpenText Extended ECM Platform.

***“OpenText has brought back confidence for our users that their information is safe and secure,”*** concluded Franklin.



## 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://opentext.com).

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