

opentext™

Success story

Delta RM

Industry

• Information Technology

Solution

• OpenText™ Analytics Suite

Results



Comprehensive, self-service analytics and data visualizations aid faster end user decision-making



Rapid development and deployment speeds time to market



Seamless white-label integration into Delta RM's risk management software adds powerful functionality, enhancing competitive position



Future-proof and cost-effective solution helps business growth

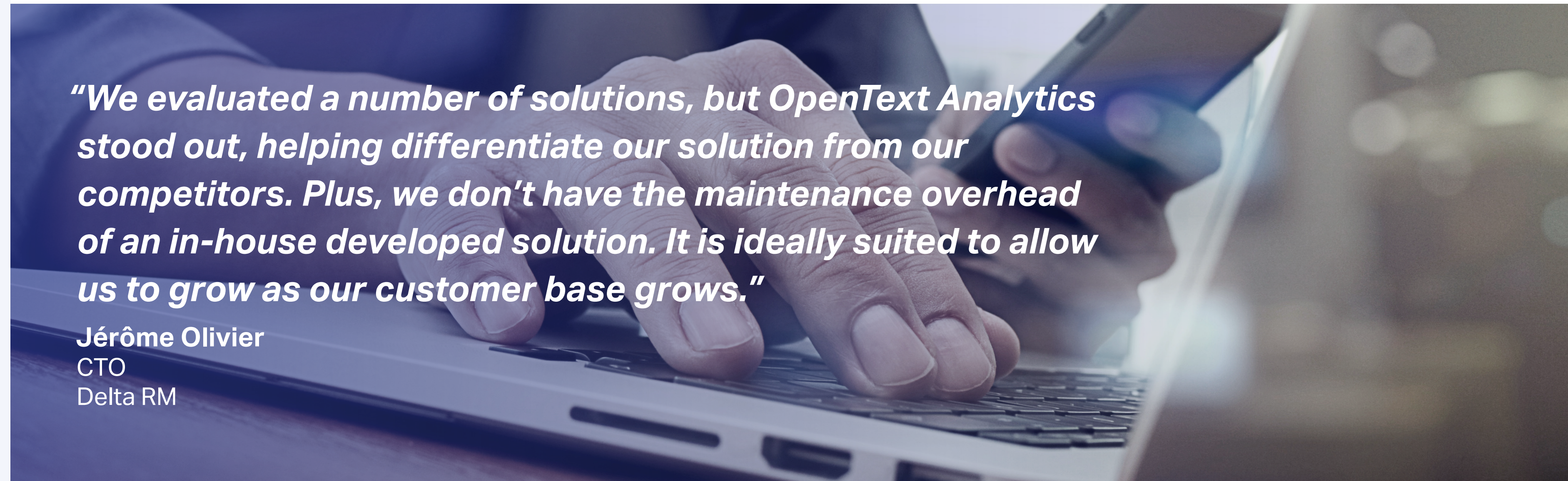
DELTA RM

Interactive and powerful data insights help Delta RM customers better manage corporate risks

Rapid and seamless deployment of OpenText™ Analytics Suite provides competitive differentiation

"We evaluated a number of solutions, but OpenText Analytics stood out, helping differentiate our solution from our competitors. Plus, we don't have the maintenance overhead of an in-house developed solution. It is ideally suited to allow us to grow as our customer base grows."

Jérôme Olivier
CTO
Delta RM





Interactive and powerful data insights help Delta RM customers better manage corporate risks

Delta RM, headquartered in Paris, France, has 15 years of experience helping companies across Europe implement enterprise risk management frameworks and information systems. It provides a modular software suite to help companies become more effective in overseeing their critical risks that can affect long-term strategy and short-term performance. The software allows boards and risk managers to better identify, assess, mitigate and monitor their key risks.

Its web-based solutions are intuitive and secure, built on experience gained over many years and innovation driven through user experience across many industries, including insurance, aviation, manufacturing, energy and more.

Delta RM's solution involves bringing together large volumes of customer data from multiple sources and leveraging that data and other links to create relevant reports and dashboards.

The company has always sought to remain competitive by providing its customers with innovative solutions. However, in spring 2016, the company realized that its reporting tools required a refresh, as they were static, lacking the flexible analytics customers need. Building its own solution in-house to provide data insights would be too time-consuming, delaying the time to market for a refreshed solution.

Chantal Carnel, CEO of Delta RM, explains, ***"In order to empower our users with data and remain competitive, we wanted to provide a solution that is both interactive and visual, not one with hard-coded fixed reports."***

Delta RM decided it was time to provide a more user-friendly, flexible and modular web-based solution. This would help its customers improve their decision-making with a fresh, innovative, self-service business intelligence (BI) solution, going beyond traditional reporting tools.

Rapid deployment with benefits 'out of the box'

Delta RM had to decide how they could provide the data visualization and analytics capabilities their customers required. The key decision was whether they should build or buy a solution, or perhaps license an existing application and deliver it on a white-label basis using their own brand.

"We looked at the cost and time it would take to build our own solution, and it was prohibitive, many months. The time alone would delay our ability to deliver the solution our customers require. We selected OpenText Analytics as it was the best option for us to cost-effectively and quickly provide a self-service capability within our solution," says Carnel. ***"With OpenText, we were able to embed their analytics platform in just weeks rather than the months it would take to build and design our own."***

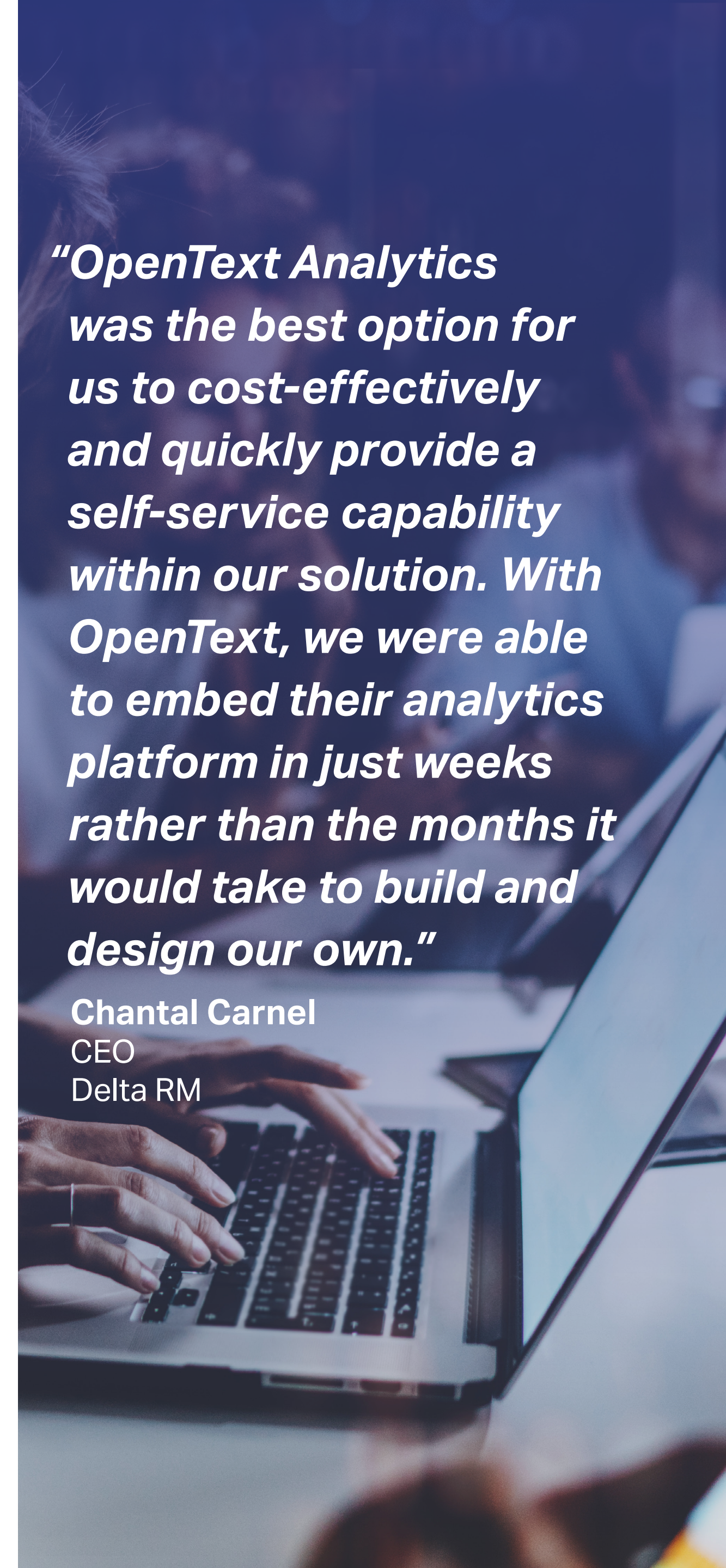
When Delta RM decided it needed this solution, the company used a free trial of OpenText Analytics. ***"We evaluated a number of solutions, but OpenText Analytics stood out, helping differentiate our solution from our competitors. Plus, we don't have the maintenance overhead of an in-house developed solution. It is ideally suited to allow us to grow as our customer base grows,"*** says Delta RM CTO, Jérôme Olivier, who is leading the project internally.

Greater flexibility for customers

Prior to adopting OpenText Analytics, Delta RM had to create custom reports to meet the specific needs of its customers. With OpenText, greater control is in the hands of the end user. Using the powerful deployment server with its flexible visualization capacities that is at the heart of the Analytics Suite, Delta RM's customers can easily channel data into the application themselves through web services, and the company also offers a data aggregation service.

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“We’re now able to provide our customers with the ability to configure their own reports to suit their needs at any given time. This increases the value of our solution to them, making them more agile in their activities. Customers can now interactively explore their data to help decision-making and reporting, with no delay or additional cost associated with the custom reports of the past. For instance, it is possible to link risks to all existing mitigation measures thanks to a unified data model. Reports now provide a clear view on critical risks without effective mitigation measures, which represent a high priority for top management,” says Carnel.

This self-service ability is important to Delta RM’s end users. Workers in a variety of roles use their solution, including risk and insurance managers, internal controllers, audit personnel, executive committees, and corporate board members—many of whom don’t have specific skills in data analytics, but don’t want to rely on data scientists or IT experts every time they want to build a new query.

Another challenge Delta RM’s customers face is staff turnover. When an employee leaves or changes roles, knowledge often leaves with them, making reporting and analytics more difficult. OpenText Analytics is helping to address this challenge by making it easier and quicker to build and retain knowledge in a consistent, repeatable way.

“Customers have given us very positive feedback. Our solution helps our clients build knowledge about risks facing their business and assets. OpenText Analytics is helping them bring this information to life, allowing them, for example, to visualize trends over time in insurance and claims management and to provide geographic analysis about exposure to natural disasters. Some customers have acknowledged that the visualizations provided by OpenText Analytics are beautiful, compared to what they are able to do with Microsoft® Excel® or other business applications,” says Carnel.

An analytics solution that will grow with the business

As Delta RM grows its business throughout Europe and beyond, the company is planning how to make even greater use of OpenText Analytics.

Thanks to the flexibility of OpenText solutions, Delta RM will be providing more types of dashboards for its customers too—for example, tracking emerging regulation and compliance needs and providing summaries of the overall business state.

Carnel says, ***“We will continually improve the data insight capabilities of our solution thanks to OpenText.”***



About OpenText

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