

**opentext™**

**Success story**

**Hamm Reno Group GmbH**

**Industry**

- Retail

**Solutions**

- OpenText™ Document Access for SAP® Solutions
- OpenText™ Email Archiving for Microsoft® Exchange

**Partner Support**

- AXXEDO AG

**Results**



**Full-text search and location-independent access** saves time and increases productivity



**Digital real estate files enable real estate management**, not just administration



**Digital files protect against loss** and ensure business operations and legal security

**RENO**

Die behalt' ich gleich an!

# Reno saves time with secure, digital real estate files

**Shoe retailer manages real estate files with OpenText Document Access for SAP Solutions**

*"It was our objective to offer employees quick, simple and local access to the real estate files. We are completely successful in doing this thanks to OpenText Document Access for SAP Solutions."*

**Manfred Gries**

Group Leader for Application Administration  
Hamm Reno Group GmbH





Reno saves time with secure, digital real estate files

**The Hamm Reno Group is one of the largest shoe retailers in Europe and has been in the industry for more than 120 years. 6,000 employees across Europe sell more than 40 million products every year, including shoes, clothes and accessories. With revenues of more than EUR 650 million, they operate around 550 stores throughout Europe. A total of approximately 80,000 document pages related to these properties alone.**

For chain stores, real estate management is a crucial economic consideration. Locations, facilities and operations of the properties, which have been leased for several years, are vitally important for the profitability and long-term economic success of the company. Because the real estate department at Reno is directly linked to the management board, employees work with real estate files on a daily basis, managing business-critical documents such as bills, agreements with realtors and damage claims. These documents must be managed in an auditable manner and be available to departments regardless of their location. For this reason, Reno uses OpenText™ Document Access for SAP® Solutions.

### **Documents found within seconds**

After the merger of the Hamm and Reno corporate groups in 2005, the Hamm Reno Group kept the two headquarters located in Germany: one in Osnabrück and one in Thaleischweiler-Fröschen in Rhineland-Palatinate. In the past, if an employee needed to access a document held at the other location, they had to request the file and have it sent by email, or even by post. This practice proved to be time consuming and caused inefficiencies on both ends.

According to Manfred Gries, group leader for Application Administration at the Hamm Reno Group, OpenText was a natural choice because of an existing relationship. ***“Since we were already using OpenText™ Email Archiving for Microsoft® Exchange, and had a very positive experience with it, we wanted to work with OpenText again to ensure the seamless interaction of our IT solutions, including SAP® Real Estate,”*** he explained.

With the support of OpenText partner AXXEDO, the long-standing IT supplier of the Reno Group, the project was launched in August 2013, and went live in January 2014.

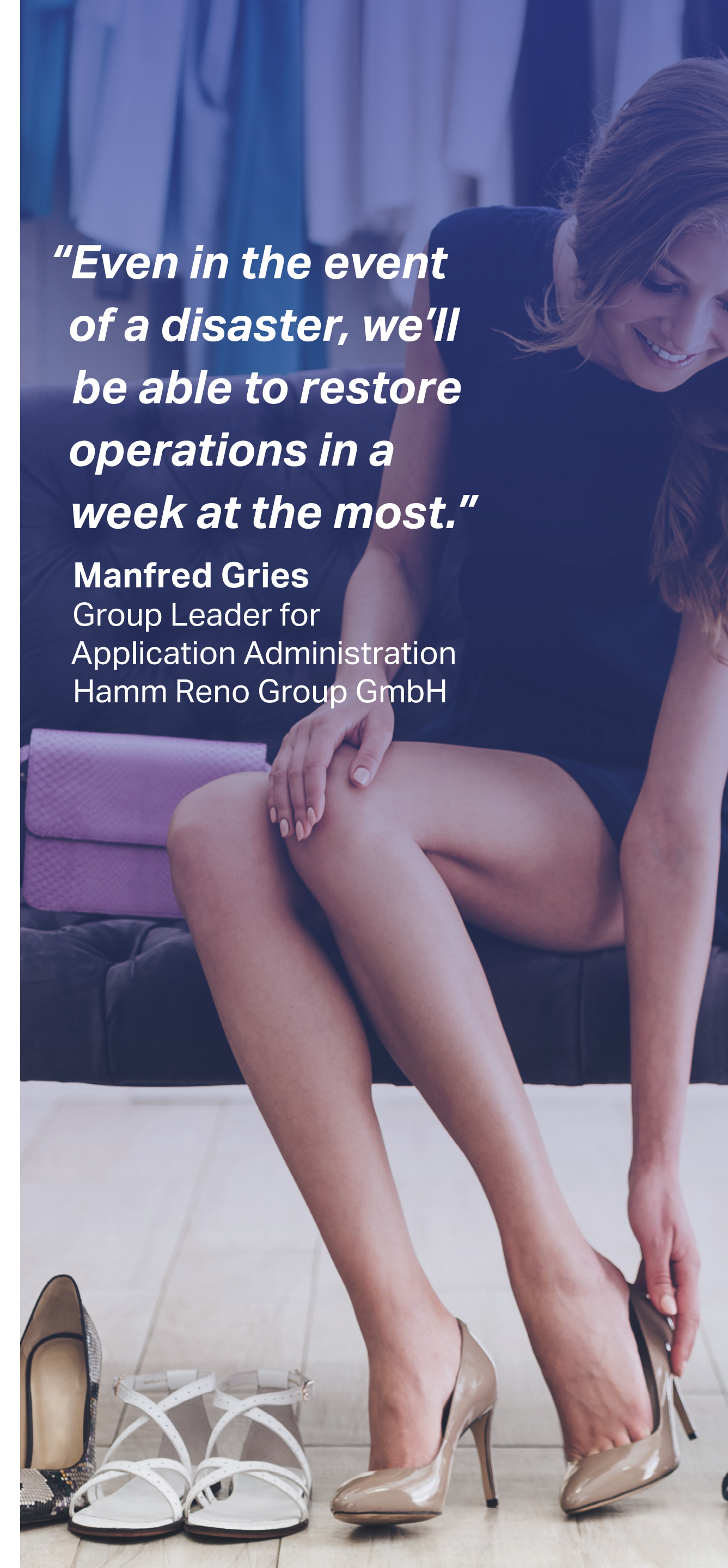
Now employees can retrieve every digital document at the click of a button, regardless of location. ***“This saves time and increases productivity,”*** explained Gries. ***“It was our objective to offer employees quick, simple and local access to the real estate files. We are completely successful in doing this thanks to OpenText Document Access for SAP Solutions.”***

### **Digital files optimize real estate management**

Historically, all real estate documents were stored in archive rooms—up to three file folders for each property. If an employee required a specific document, they had to fetch the relevant folder and conduct a manual search. ***“The documents were filed by store. If colleagues wanted to find something irrespective of the store—for example, all the records of water damage in a particular year—this used to take a massive amount of time,”*** recalled Gries. In addition to the slow, lengthy searches that made efficient and effective real estate management difficult, valuable information from the bidding and preparation phase, which can last for years before a property is leased, was also missing within the paper files.

***“Even in the event of a disaster, we’ll be able to restore operations in a week at the most.”***

**Manfred Gries**  
Group Leader for  
Application Administration  
Hamm Reno Group GmbH



Now, with OpenText full-text search, employees can access all the documents related to a keyword displayed within a few minutes. Additionally, the valuable information that was missing is now incorporated into the files and is accessible via special views. For example, users from departments such as legal, store construction, marketing or the management board can access comprehensive information on the realtors, or perform a cost effectiveness check of favored properties at the touch of a button—all of this information is worth its weight in gold.

### Ensured legal security while supporting business operations

Paper-based files bring the risk of loss or of being destroyed in a fire or flood. This was true of the archives at Reno since they were only available in single copies, requiring protection against such devastating losses. Digitization and multiple back-ups of the new OpenText solution helps support business operations. ***“Even in the event of a disaster, we’ll be able to restore operations in a week at the most,”*** explained Gries.

In addition, the OpenText solution also ensures that the files are fully audit-compliant. Now, with the touch of a button, an entire email communication can be reliably stored with the corresponding documents in the relevant file. This means that the completeness of the files is ensured at all times. It also creates transparency for the employees, as well as legal security for the company.

Because of their positive experience with the digital real estate files, a rollout is currently taking place for a similar system for general contract documents, based on the same architecture. Gries sees the potential of implementing OpenText solutions in other departments. ***“Maybe this will be applied to other kinds of documents in the future,”*** he said. ***“For example, the convenience of access irrespective of location, or of practical full text search would also be desirable for the HR department.”***

### About AXEDO

AXEDO focuses on the development of practice-based and needs-oriented solutions for archiving and managing documents and knowledge. For more than ten years the company has been supporting both SME’s and large enterprises as a competent partner. In the process, AXEDO devotes all its energy to consulting on and implementing its customers’ visions in state-of-the-art, easy-to-use ECM solutions. The company focuses on the optimum archiving of emails, the simple creation of digital files and the secure, automatic processing of bills.

[axxedo.de](http://axxedo.de)



### 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](http://opentext.com).

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