

Microsoft and OpenText:

Optimizing Asset Value and Performance with Enterprise Content Management

One of the major challenges for the Power & Utility industry is how to manage the proliferation of data. And, as our workforce continues to mature and we look to leave a legacy of operational excellence and safety, managing this data explosion – digitally – becomes an even greater priority. With the growing regulatory requirements and the commitment to our communities to generate and deliver efficient and reliable energy, Power & Utility companies need a comprehensive approach to enterprise content management (ECM) to ensure people across the organization have the right access to the right information to make the right decisions at the right time. Microsoft and OpenText have teamed together to assist Power & Utility companies to drive better performance, reduce costs, and increase safety with an ECM-based asset information management solution.

The Business Benefits

By combining the Microsoft platform and OpenText ECM for Enterprise Asset Management, organizations benefit from:

- Streamlined processes for collecting, storing, and retrieving plant documentation for reduced downtime and repair cycle times.
- Enhanced collaboration between operations, engineering, procurement, contractors, and equipment vendors to speed processes and resolve issues faster.
- Up-to-date work instructions and material safety sheets to ensure safety and compliance.
- Comprehensive, concurrent revision control and records management functionality over the lifecycle of content to reduce regulatory risk.
- Immediate access to historical failure analysis records, remediation plans, and associated content to gain deeper insights into root causes of issues.

Power & Utility companies spend enormous amounts of time and money on the design, construction, operations, and maintenance of their physical assets. Yet they often struggle to efficiently manage the information about these assets.

Companies in the industry generate and store vast amounts of asset-related information, such as work orders, maintenance records, certifications, engineering drawings and specifications, lists of parts and suppliers, vendor POs, and reports created in response to incidents or regulations. It's a large and complex information landscape that includes unstructured data like digital images, video, and audio files.

This information is often poorly organized, hard to find when it's needed, and dispersed in different information or operational silos. The result is inefficient processes, increased complexity, and lost productivity—even for routine tasks. Information about a plant may be inconsistent or incomplete. Collaboration between plant and field service employees becomes more difficult, causing maintenance delays.

There can be costly outages, difficulties in document transfers between parties or projects, and potential compliance or safety risks due to outdated or inaccessible work procedurals or materials safety documentation.

Efficient Information Management with Microsoft and OpenText

OpenText and Microsoft have partnered to help Power and Utility companies running enterprise resource planning (ERP) systems—such as SAP Enterprise Asset Management (EAM)—solve these complex information management challenges. Built to run on top of SAP, this solution delivers comprehensive enterprise content management (ECM) that helps to boost productivity, provide fast access to documentation, and improve critical business processes. The solution leverages Microsoft SharePoint to enable collaboration throughout the extended enterprise and across business functions, including engineering, operations and maintenance, material management, project controls, and communications with external contractors and suppliers.



Microsoft Enterprise Software

Microsoft delivers an enterprise-scale platform, including an intuitive intranet system for information access and collaboration, a powerful database, a world-class operating system, and rich productivity tools. The Microsoft platform works with the OpenText ECM for Enterprise Asset Management solution to provide 360-degree views into structured and unstructured content. It supports information management needs while enhancing collaboration and document sharing activities. And it offers features such as SharePoint workspaces for specific projects, direct access to SAP-based business objects and documents—even for non-SAP users—and easy access to documentation from mobile devices or from within Microsoft Outlook.

OpenText ECM for Enterprise Asset Management for SharePoint

The OpenText ECM for Enterprise Asset Management solution optimizes the efficiency of your assets' technical documentation and maintenance activities. It integrates with SAP EAM, enterprise content management (ECM) systems, and enterprise resource planning (ERP) processes so they are easily accessible through SharePoint. It also helps bring other business processes, such as project controls and supply chain management, into the overall enterprise asset management system. The result is improved quality,

consistency, and compliance for maintenance projects, management of change (MoC), and asset documentation. With OpenText ECM for Enterprise Asset Management, you can optimize the efficiency of your technical documentation and maintenance activities.

About OpenText

OpenText provides Enterprise Information Management software that enables companies of all sizes and industries to manage, secure and leverage their unstructured business information, either in their data center or in the cloud. Over 50,000 companies already use OpenText solutions to unleash the power of their information. To learn more about OpenText (NASDAQ: OTEX; TSX: OTC), please visit: www.opentext.com.

About the Microsoft Worldwide Power and Utilities Group

The Microsoft Worldwide Power and Utilities Group offers platform and partner solutions that empower utilities to thrive in today's market-driven environment by optimizing their business operations in customer care, generation, trading and risk management, transmission and distribution, regulatory compliance and enterprise services. For more information, contact your local Microsoft sales representative or visit www.microsoft.com/utilities.

Microsoft Enterprise Software Delivers:

- **Microsoft SQL Server** database management system for handling enterprise-scale data stores and high-volume transactions, including structured and unstructured information.
- **Microsoft SharePoint**, which makes it easy to store, sync, and share critical plant asset information, enabling employee to find information easily and collaborate efficiently.
- **Microsoft Office**, the enterprise productivity suite standard that provides the collaboration tools that empower the solution.
- **Windows Server**, a powerful enterprise-scale server operating system for running complex IT environments.

OpenText ECM For Enterprise Asset Management Delivers:

- **Native integration** with SAP Enterprise Asset Management and Microsoft SharePoint.
- **Built-in workflows** to enhance the visibility, consistency, and quality of maintenance activities.
- **Integrated version management**, access control, and audit trails for effective revision control of documents and procedures.
- **Review and annotation** tools to streamline field markup of technical drawings and documentation.
- **Efficient transmission** of documentation packages between contractors and vendors.

For More Information on the OpenText and Microsoft alliance, visit www.microsoft.com/opentext.