opentext™

SUCCESS STORY

The United Nations Industrial Development Organization (UNIDO)

Industry
- Non-profit

Solution
- OpenText™ Extended ECM for SAP® Solutions

Results

Streamlined decision-making and shortened approval cycles from months to weeks

Digitized the distribution of documents, such as contracts and budgets, to provide faster access to funds

Accelerated enterprise content processes with automated workflows

Ensured documents are available at the right place and time by automating document delivery and return in more than 130 countries

---

UNITED NATIONS INDUSTRIAL DEVELOPMENT ORGANIZATION

UNIDO accelerates inclusive and sustainable industrial development in over 130 countries

OpenText Extended ECM for SAP enables UNIDO to automate and integrate enterprise content processes

"OpenText solutions integrated with SAP supports our core business and administrative processes—it is everywhere in our organization and helps us deliver on our mission. With OpenText Extended ECM for SAP Solutions, it's now faster and easier for our people to find the files and information they are looking for."

Peter Holzleitner
Team Leader, ECM and Infrastructure
United Nations Industrial Development Organization

The United Nations Industrial Development Organization (UNIDO) is the specialized agency of the United Nations that promotes industrial development for poverty reduction, inclusive globalization and environmental sustainability. UNIDO projects range from water management training in Morocco and creating industrial parks in Senegal to deploying a corporate social responsibility program in China's construction sector. The organization provides support for over 850 ongoing development projects, implementing approximately $200 million USD per year.

Building resilient infrastructure and fostering innovation involves complex challenges. Sharing important documents, such as contracts and budgets, among organizations and around the world was often time-consuming and complicated, while incomplete or missing data could delay project completion and increase costs. UNIDO wanted to simplify and streamline enterprise content processes and reduce manual and inefficient tasks.

With OpenText™ Extended ECM for SAP® Solutions, UNIDO automated and integrated enterprise content processes to improve efficiency and enable a single version of the truth. The solution connects documents to key business processes that are central to ongoing development projects in more than 130 countries. It ensures that documents are available at the right place and time by automating document delivery and return. This helps streamline decision-making and shortens approval cycles from months to weeks. Among other things, this led to faster access to funds.

The seamless integration into SAP offered by the OpenText solution was a key feature for UNIDO, providing easy navigation for its users between the various related business objects.

Extended ECM for SAP also enables UNIDO to provide full transparency of documentation to foster public awareness of UNIDO and its programs. Member State Representatives can easily access the system through an extranet, where selected documents are available automatically to external stakeholders.

Leveraging the OpenText solution assists UNIDO to better focus on its overall mission, helping make a difference in the world. *"OpenText solutions integrated with SAP supports our core business and administrative processes—it is everywhere in our organization and helps us deliver on our mission. With OpenText Extended ECM for SAP Solutions, it's now faster and easier for our people to find the files and information they are looking for."* said Peter Holzleitner, team leader, ECM and Infrastructure, United Nations Industrial Development Organization.

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.

Customer stories ↗

opentext.com/contact

Twitter | LinkedIn