

Microsoft and OpenText in Manufacturing & Resources

Optimizing asset value and performance with Enterprise Content Management

Manufacturing companies face considerable challenges when trying to compete in today's global economy. Efficient operations and maintenance of machinery and other physical assets are always a core challenge. Organizations using SAP for Enterprise Asset Management have a wealth of information at their disposal, but sometimes it's difficult to integrate that information with advanced collaboration and communications technology. Microsoft and OpenText have partnered to provide a comprehensive approach to Enterprise Content Management (ECM) to ensure that people across the organization have the right access to the right information in order to make the right decisions at the right time, resulting in better performance, lower costs, and less risk of asset downtime.

The Business Benefits

By combining the Microsoft platform and OpenText ECM for Enterprise Asset Management, manufacturing 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.

Manufacturing companies working in today's economy face a large assortment of challenges from global competition to complex supply chains to the demands of balancing costs, all while ensuring health, safety and environmental (HSE) compliance. Another key challenge is maintaining production equipment and assets.

Effective asset management relies heavily on efficient information management—but quite often, companies have legacy information silos that hamper the kind of effective communications and collaboration needed to achieve operational excellence. Many, if not most, large organizations use SAP for Enterprise Asset Management (EAM) to manage vast amounts of information required to keep machinery and other physical assets well maintained with minimal downtime, such as work orders, maintenance records, schematics, inspection reports, lists for parts and suppliers, vendor PO's—the list goes on.

However, this information is not always integrated with everyday business software and processes. In addition, while digital communication tools are ubiquitous in everyday life, many manufacturing organizations still lack solutions that fully leverage technologies like document management, social media, and live conferencing. These solutions can help streamline and

expedite communications and collaboration between supervisors, field maintenance workers, engineers, and other internal or external personnel responsible for keeping physical assets up and running.

Efficient Information Management with Microsoft and OpenText

OpenText and Microsoft have partnered to help manufacturing companies running enterprise resource planning (ERP) systems, such as SAP, solve their asset information management challenges. Built to run on top of SAP, the OpenText and Microsoft solution delivers comprehensive ECM to boost productivity, provide fast access to documentation, and improve critical business processes. The solution leverages Microsoft SharePoint to enable efficient collaboration and communications between engineering, operations and maintenance, materials management, project controls, and external contractors and suppliers. The result is greater effectiveness in maintaining equipment and minimizing operational disruptions due to unanticipated downtime.



Microsoft Enterprise Software

Microsoft delivers an enterprise-grade 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 OpenText Extended ECM (xECM) for SAP Solutions to provide 360-degree views into structured and unstructured content. It supports information management needs while enhancing collaboration, document control, and compliance activities. And it offers features such as SharePoint workspaces for specific projects and activities, direct access to SAP-based business objects and processes (even for non-SAP users), and easy access to documentation from mobile devices or from personal productivity tools such as Microsoft Outlook.

OpenText xECM 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 SAP ERP or EAM, 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 realm. 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 Manufacturing Group

Microsoft is the worldwide leader in software, services, and solutions with a mission to enable people and businesses throughout the world to realize their full potential. For the Discrete Manufacturing industries, Microsoft offers a platform and partner solutions that empower companies to thrive in today's market-driven environment by optimizing business operations. This is done through Microsoft's Discrete Manufacturing Group, which develops and delivers industry-focused solutions with its partner network, combining technology

leadership and practical expertise to meet the diverse needs of modern-day enterprises. For more information visit: <http://www.microsoft.com/enterprise/industry/manufacturing-and-resources/discrete-manufacturing/>

Microsoft delivers:

- **Microsoft SQL Server** database management system for handling enterprise-scale data stores and high-volume transactions, including structured and unstructured information.
- **Microsoft SharePoint** makes it easy to store, sync, and share critical plant asset information, enabling employees to find information easily and collaborate efficiently.
- **Microsoft Office**, the enterprise productivity suite standard, 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 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.