

opentext™

Success story

SAP

Industry

• Information technology

Solution

• OpenText™ Capture Center



Automation in the Human Resources department generates significant time savings at SAP

Worldwide implementation of OpenText Capture Center planned

Results



Faster, automated processes



Easy management of data

"OpenText Capture Center makes our HR master data management considerably easier."

Rocco Giuliano

SAP Project Manager for HR Service Quality and Efficiency
EMEA



Since it was founded in 1972, SAP has utilized innovation and expertise to grow into a leading provider of enterprise software. Thanks to the services and applications of SAP, more than 253,000 customers worldwide are able to function profitably, continuously adapt to new requirements and sustain long-term growth.

Like their customers, SAP is a large, complex organization itself—one that constantly requires development and evolution to function optimally. As an example, in the Human Resources department of SAP, old processes dictated that hundreds of thousands of documents a year had to be pre-sorted manually.

“That was a time-consuming process,” recalled Rocco Giuliano, the SAP project manager for HR Service Quality and Efficiency in EMEA. The company decided to focus on automating work processes in the HR department and set about vetting possible vendors. The search was short. **“Very quickly we came to the conclusion that we should be collaborating with our longstanding partner, OpenText,”** is how Giuliano summarized the search for a suitable provider.

Automatic recognition and recording of HR documents

In order to maximize the automation of work processes in the HR department, SAP opted to introduce the OpenText™ Capture Center (OCC) solution. OpenText Capture Center is an advanced system for the automatic capture and classification of paper documents, including character recognition, information extraction and storage. It is used to extricate information from documents and integrate it into the SAP HR system.

At SAP, these documents include almost 200 different document classes such as certificates of incapacity to work, employment contracts, health insurance certificates, CVs, official documents and a variety of letters.

Smooth project implementation

“We had opted for Capture Center from OpenText because the solution could be adapted perfectly to meet our needs. The requirements specified the documents were not only to be scanned in, but also fully integrated into our workflow. And they also needed to be available to be opened in other branches, such as in Prague, for further processing. To achieve this, the different systems had to be coordinated with one another,” emphasized Giuliano. Experts from SAP and an experienced team from OpenText implemented the project smoothly and without complications.

If required, Capture Center can be used to undertake manual additions at any time

“The flood of paper documents can now be processed immediately and extremely quickly. The automation makes our HR master data management considerably easier. The solution also recognizes automatically which employee is being dealt with,” is the SAP expert's summary of the benefits of the Capture Center solution. He saw another benefit in the fact that, if required, manual corrections and additions can be undertaken at any time. However, that is only rarely necessary: Rocco Giuliano talks of a **“very high degree of recognition”** made possible by Capture Center. 94 percent of all documents are correctly allocated to their destinations automatically and no longer had to be processed by employees. **“OpenText itself was surprised how well Capture Center can be used in the HR area,”** said Giuliano with a grin.



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](https://www.opentext.com).

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