opentext™

Success story

Hydro Tasmania

Industry
• Energy

Solutions
• OpenText™ Content Suite Platform
• OpenText™ Extended ECM for SAP® Solutions
• OpenText™ Application Governance & Archiving for Microsoft® SharePoint®

Results

Central, **reliable information**

Simplified **proof of compliance**

Projected time savings of 25,000 hours per year

**Competitive edge** in evolving marketplace

Hydro Tasmania

Hydro Tasmania boosts efficiency and improves overall safety

Australia's largest renewable energy provider connects enterprise content with integrated solutions from OpenText, SAP, and Microsoft®

"We've got the trilogy. Content Suite Platform is the source of truth. SAP is the source of process. And SharePoint is the outer limits."

Rick Quarmby
Principal knowledge management advisor
Hydro Tasmania
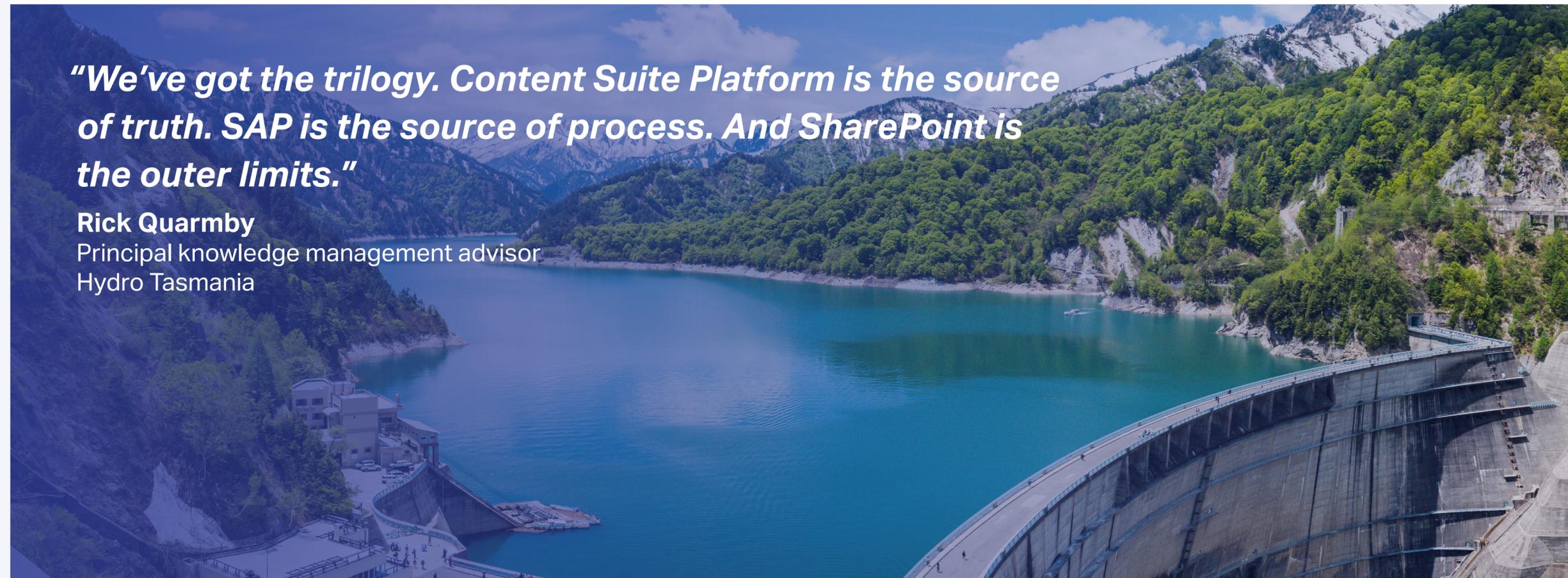
Reviewing diagrams. Checking a safety list. Responding to an alarm in the middle of the night. Hydro Tasmania employees need efficient, reliable information to keep energy flowing. They trust OpenText, SAP and Microsoft for integrated content management.

Scattered content, potential hazards lead to ECM strategy

Hydro Tasmania is Australia's largest producer of renewable energy. Close to 1,200 employees manage operations across dozens of hydro-electric power stations, as well as a handful of gas power plants and wind farms. With a commitment to safety and sustainability, all employees need timely access to the latest corporate documents; unfortunately, securing such access proved challenging.

"We had a scattered source of truth problem," explained Rick Quarmby, principal knowledge management advisor for Hydro Tasmania. *"Unstructured and structured information was not connected to business objects."*

Content inefficiencies posed potentially hazardous problems. When an employee went to fill out a template for a critical safety checklist, the search could turn up seven different versions. Also, directed by Quarmby, IT personnel investigated processes around engineering change control. *"It was clearly evident that there wasn't communication between our remote people and our people doing zone work. That's seriously challenging stuff,"* he said.

As a government business enterprise, Hydro Tasmania must comply with many corporate obligations and statutory acts. *"Previously, in terms of information assets, these obligations were being poorly managed, and the overhead associated with a formal discovery or audit were both very high and at times downright embarrassing,"* said Quarmby.

While safety and compliance hold top priority, accessibility for remote employees also drives the need for a better way to manage content. To respond to emergencies, operators need immediate answers. To protect corporate knowledge, all employees need reliable file access. In one case, an employee retired and took his external memory drive with him. *"It was full of 'gold' so it was only a matter of time before employees needed some of the data. The only way we got it was to contact him up on holidays and say, 'Could you please find this and send it back to us?'"*

Integrated content management solution addresses challenges

Hydro Tasmania now meets content needs with an "elegant and powerful" integrated solution from OpenText, SAP and Microsoft, and it's really about leveraging the investment. *"We want to establish clear ownership of assets and define a single source of truth for decision making,"* said Quarmby. The energy company connects its enterprise content to SAP business processes with OpenText™ Extended ECM for SAP® Solutions. It ensures access to corporate data with OpenText™ Application Governance & Archiving for Microsoft® SharePoint®. OpenText provides the connection between SAP and SharePoint so that no matter where content lives, employees will have access and an appropriate level of control.

While there is still a way to go, within the first couple years of implementation, approximately two-thirds of Hydro Tasmania employees use the integrated system in some way and others are *"beginning to put their hands up to be next in line,"* Quarmby said. The solution helps them be more efficient on the job and provides access to information they need in the field to help them stay safe. With time, Hydro Tasmania plans to increase capacity to all departments.

> *"I know where to go, the information is consistent, I can share and use it, and that's a great place to enhance a journey of transformation."*
>
> **Rick Quarmby**
> Principal knowledge management advisor
> Hydro Tasmania

SAP and Microsoft SharePoint integration

Hydro Tasmania gains more from its enterprise applications through bridges that connect SAP and SharePoint to powerful content capabilities in OpenText™ Content Suite Platform. If an employee creates an object in SAP, Content Suite Platform automatically creates a container. *"That connection enables all SAP master data to be applied, then anything I put in inherits that master data, meaning findability should go through the roof,"* Quarmby noted, adding a bridge to SharePoint also supports project work. *"We've got the trilogy,"* he said. *"Content Suite Platform is the source of truth. SAP is the source of process. And SharePoint is the outer limits."*

Path to the Cloud

Following successful trials, Hydro Tasmania is planning to move to the Cloud. *"Our CIO Luke Stow has the vision and drive, and personally I like the idea of removing servers and leaving the technology to an expert to manage, upgrade and love, rather than having to do it myself. But it's not only about cost, it's about process, speed, availability and redundancy."*

Safe, compliant and efficient operations

At Hydro Tasmania, the use of Content Suite Platform is becoming fluid: a high volume of files and searches, averaging 3,500 per week, are lead indicators of widespread adoption and efficiency. *"People are beginning to trust the data in the ECM system,"* Quarmby said. *"We are encouraging them to add the 'gold' and to clean out memory sticks and local drives, and slowly but surely we are getting traction and some great conversations going. Making the user experience consistent and really simple is our current focus. Along with streamlining processes, it's the main reason we are steaming headlong into a OpenText™ Content Suite 16 upgrade, and in parallel, our first release of SAP Fiori®."*

Timely, reliable access to corporate content supports Hydro Tasmania's safety-first mission while also positioning the provider to compete in an evolving marketplace. *"Energy demand and margins are dropping,"* Quarmby explained. *"We need to do the same job better with less if we are going to survive."*

Safe operations

"With OpenText, we can attach vital information to business objects, such as power stations, machines or individuals… and we manage that high-currency information prudently," Quarmby reported. For instance, instead of facing several versions of a safety checklist, employees find 'the one' painlessly. *"That removes a lot of clutter,"* Quarmby added. *"We are sending a consistent message, if you're using the template in OpenText™ Content Server or SAP, then it's up to date and what we consider to be the source of truth. If the source is wrong, correct it at source, then we all can benefit."*

Close to 10,000 drawings are attached to every power station, of which about 70 are the key to finding the rest and maintaining the asset. Employees now find those documents quickly, knowing they can rely on the data. *"There's been a lift in believability, particularly around drawings,"* Quarmby said. *"I know where to go, the information is consistent, I can share and use it, and that's a great place to enhance a journey of transformation"*.

Compliance

Hydro Tasmania can now adeptly demonstrate compliance with regulatory guidelines, according to Quarmby. *"Content Suite Platform is the place where the objects that support compliance go,"* he said. *"That makes us much more capable at delivering on our obligations and to our business."*

"Immediate, easy access to corporate content can add up to enormous time savings."

Rick Quarmby
Principal knowledge management advisor
Hydro Tasmania

Significant time savings projected

"Immediate, easy access to corporate content can add up to enormous time savings," Quarmby said. He conservatively targets close to 25,000 hours per year across the enterprise that can be directed to productive work instead of wasted time searching for and vetting files.

Accessibility and mobility

Digital transformation touches many areas of the business, hitting especially close to home for employees with the 3:00 am rundown, a scenario Quarmby investigated with power station operators.

The scenario involved the operator that is roused out of bed at 3:00 am for an emergency call on a freezing- old Tasmanian night.

That operator needs immediate access to current information—a list of experts, past incidents, machine schematics—all at his fingertips. Discussions with operators even included the need for live footage from the security camera. Quarmby and his team are working with Content Suite Platform and SAP to present needed data through mobile devices.

Growth with SAP and OpenText

"Our consumers and customers, particularly the early adopters and 'big picture thinkers,' like the technology they're using and Content Suite Platform is considered the key element in the delivery," Quarmby said. *"I've gone from a doubter to an evangelist… I look at OpenText as being the jewel in the crown as the source of truth for unstructured information."*

Following a solid start, Quarmby expects to build on the integrated platform for many years. *"We have achieved much in a short time: productive change and process improvement,"* he notes. *"SAP and OpenText is a 15–20 year investment."*
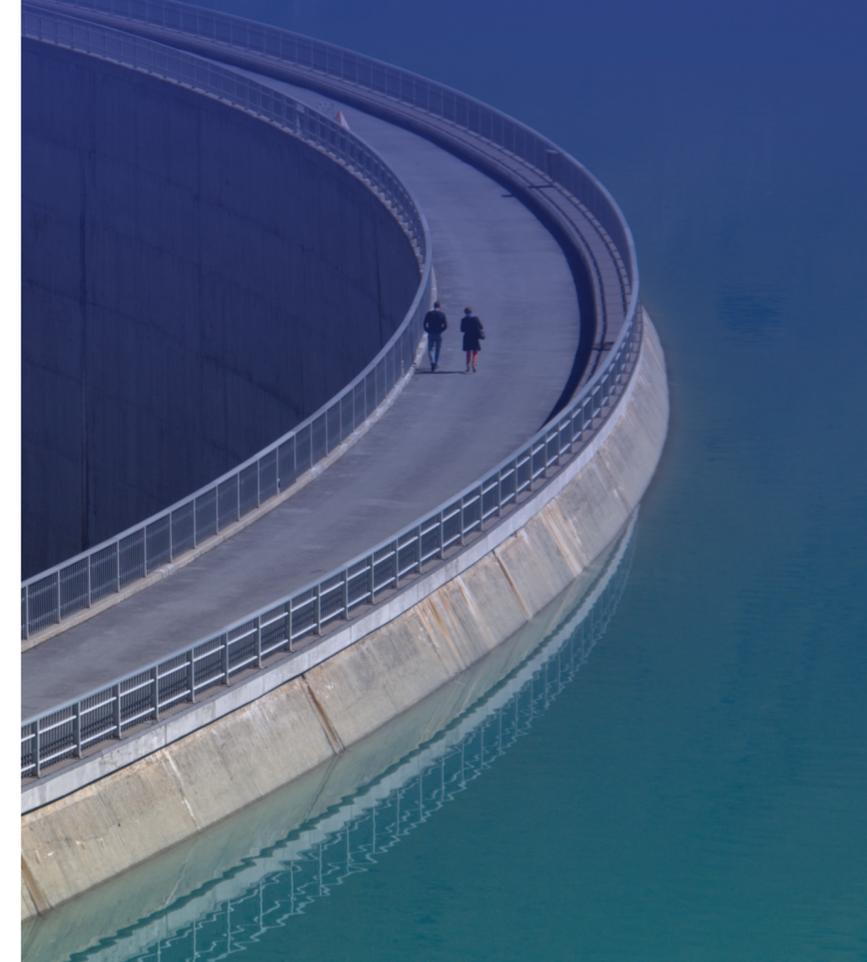
About OpenText

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