

SAP xECM Deployment Case Study

Qellus transforms client business systems into lean, mean, cost-effective content machines

Qellus was brought onboard for an international client as part of a larger SAP deployment project. This client has nearly 70 businesses, located in 67 countries with over 150,000 employees worldwide, more than 6000 users worldwide and over 1.5 million files. Working across their four key business segments: food processing, agricultural commodities, financial and industrial, our client wanted a more robust method to manage content that was streamlined, met compliance guidelines and one that connected key functional teams of their multi-industry, global enterprise with trusted information.

The Challenge

Our client wanted designated stakeholders across the business segments to have the ability to access any relevant content with ease. More importantly, they needed a content platform that worked seamlessly with their new SAP deployment and allowed them to realize new and better ways to support their business teams with improved productivity and with fewer errors. When the Qellus team assessed the client's goals and resources, two main areas of opportunity were discovered:

- Improve the throughput, accuracy and efficiency of the accounts payable and accounts receivable teams.
- Create a compliance solution that properly retained information, allowed easy application of litigation and tax holds and automatically purged content that was no longer needed.



Qellus recommended an approach for each area, aligned the appropriate process design, and crafted the infrastructure architecture using SAP-supported applications. The Qellus team delivered a product that supported the scalability goals of the client's accounting organization.

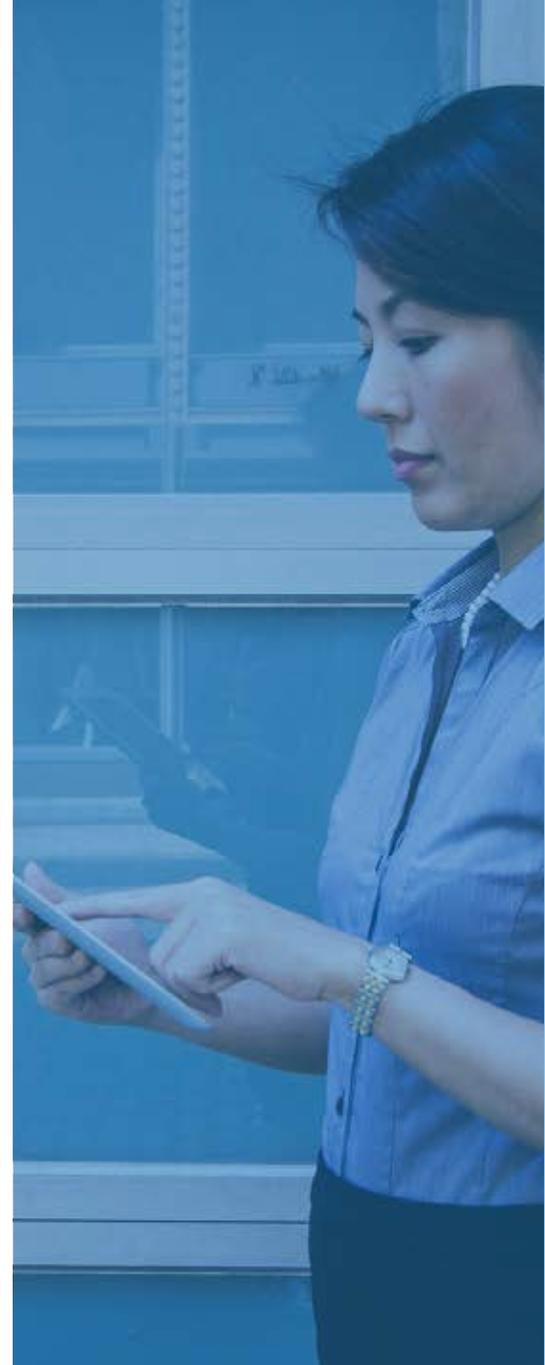
Qellus designs solutions that work together

The Solution

The client's account payable and receivable processes were optimized by implementing Archiving and Document Access, Records Management and xECM by OpenText. This permitted the various team members involved in the process to:

- Match and file vendor and customer invoices easily and accurately.
- Access customer invoices throughout the payable and receivable process with minimal effort.
- Place litigation and tax holds on business records.
- Cross reference invoices in customer and supplier dispute cases quickly.

By using the data already available in SAP, Qellus designed a solution that matched supporting documents to existing customer and payment information, and enabled automated mapping to the client's record policies. By implementing a global content services solution to manage content scanning, processing and retention, our client's efficiency improved by integrating critical content with their key SAP processes. Mission accomplished.



With Qellus Leading, The Client Wins Again

Qellus' content deliverables were achieved ahead of the established SAP timeline. As a result, our client, who processes over 2 million invoices a year, reduced FTE costs to process invoices and is realizing the legal benefits of a robust, process led records management solution. The architecture redesign improved the client's accounts payable and accounts receivable processes from a disconnected, unintegrated system, to one where all

supporting content is accessed with a click by team members in accounting, legal or customer service.

Since then, our client expanded OpenText to be the enterprise-wide content management platform to serve their high-volume trading business, manage plant maintenance documents and handle the complexity of managing engineering documents - with Qellus leading the entire way.

Find out how Qellus can do the same for you. Contact us to schedule a consultation.

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