

opentext™

Success story

Barwa Real Estate Group

Industry

- Real Estate Development

Solution

- OpenText™ Extended ECM for Oracle® E-Business Suite

Partner Support

- Mannai Trading Company WLL



Barwa Real Estate builds enterprise information management strategy with OpenText

OpenText Extended ECM for Oracle E-Business Suite provides a fully integrated enterprise content source, improving efficiency and reducing the cost of Oracle EBS operation

Results



Content burden removed from Oracle, improving performance



Fast search and retrieval with all content in one place



Storage costs reduced, less content duplication



Improved collaboration and document version control

"OpenText Extended ECM for Oracle E-Business Suite encourages collaboration while improving our business and reducing Barwa's cost of storage. We are delighted with the overall solution and support that OpenText and Mannai provide."

Kavindra Gali
ERP Technical Expert
Barwa Real Estate

Located in Doha, Qatar, Barwa Real Estate began operations in 2006 to develop large-scale commercial and residential projects both domestically and internationally. Today, the group has operations in many areas in the rapidly developing Middle East region, including real estate development, financial, business and infrastructure services.

Following rapid growth and investment in the Oracle E-Business Suite (Oracle EBS) ERP application to automate financials, procurement and other critical business operations, Barwa faced a number of challenges in managing the growing volume and diversity of its digital content. Large real estate development projects, including luxury hotel resorts, shopping malls, offices and apartment complexes often run for many years, with dozens of organizations and individuals requiring timely access to content of many types—causing a problem which became acute.

Internally created documents and content received from numerous subcontractors and suppliers, such as evolving project designs, contracts, invoices, work orders and much more were spread across multiple physical storage locations and “licensed user-only” applications, including Oracle EBS. This dispersed and disconnected ‘application ownership’ and document storage pattern frequently made searching for a single document or whole categories of documents a very time consuming process, often involving asking multiple members of the organization, which led to further delays. Content that was essentially the same often existed in these multiple locations, but variations existed from one to the other, and Barwa personnel were often unsure as to which one, if any, was current and correct. This was due in part to a lack of document versioning or any qualified method of version control. In addition, storing content directly in the Oracle EBS database along with required EBS transaction data and metadata—long the traditional procedure for Oracle EBS document “attachment” storage—was also having a negative effect on database performance while driving up storage costs.

“In 2014, we made a strategic decision to take control of our documentation and store everything in one place,” said Kavindra Gali, ERP Technical Expert at Barwa Real Estate. **“From contract documents to invoices and correspondence, we set out to build an efficient, collaborative and cost-effective Enterprise Information Management strategy.”**

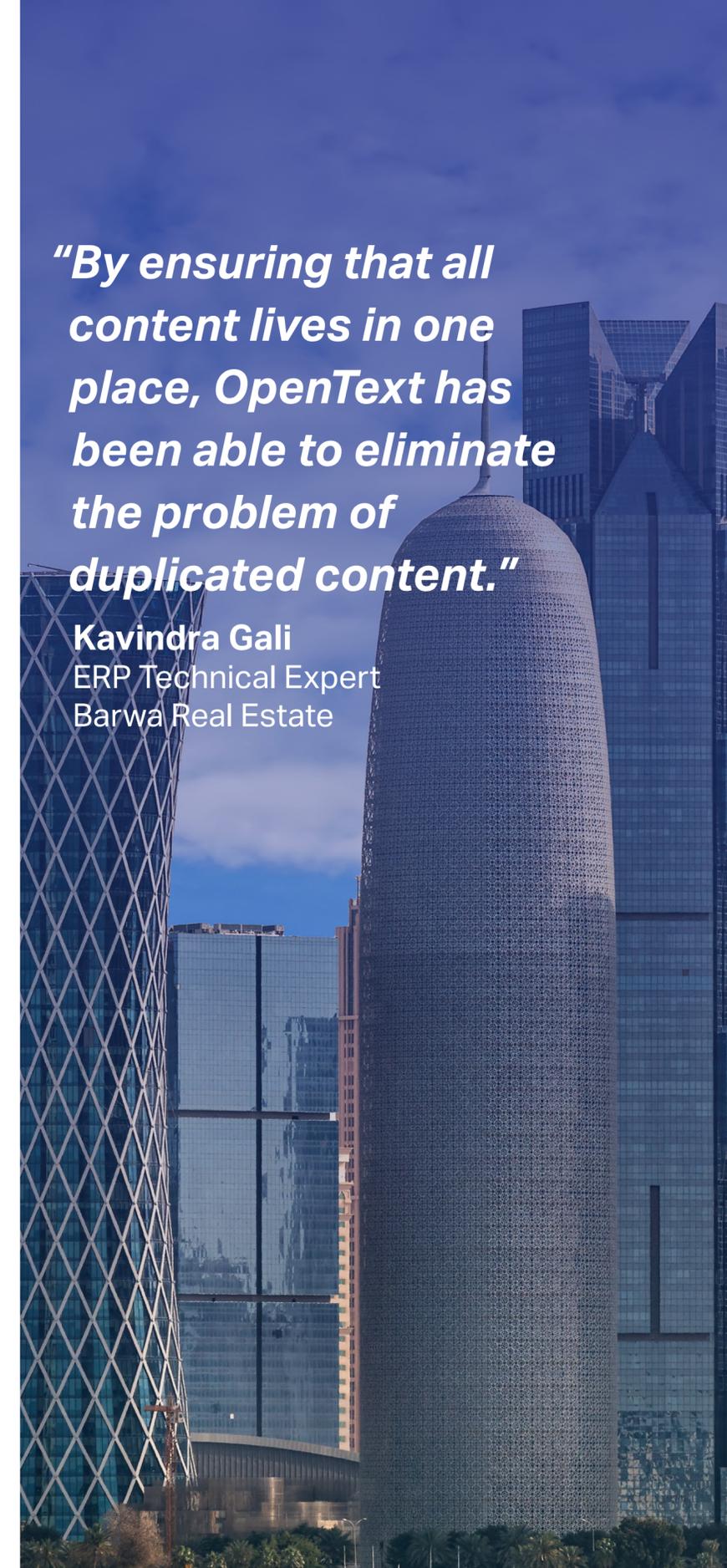
Enterprise Information Management built on partnership

Looking for a solution to its problem, Barwa engaged Mannai Trading Company, also based in Doha, Qatar, an IT services division of the large Trading and Services conglomerate, Mannai Corporation, which has grown over 60 years to become one of the largest system integrators in the Middle East. Mannai has extensive experience in delivering information-centric solutions, and in 2015 had already been a leading OpenText partner in the region for more than 13 years. It also has a long-term Oracle Platinum partnership, strong domain experience across energy, government, healthcare, commercial property development, and other industry verticals, and more than 150 trained consultants. Mannai has built a wide portfolio of successful Oracle implementations, leveraging experience in master data management, data warehousing, mobility, EBS and other Oracle ERPs, CRM, and Oracle Engineered Systems in addition to Enterprise Content Management.

“The team from Mannai understands the requirements of our business and being local is a huge benefit,” said Gali. **“For example, for an apartment complex of 5,000 or more units, keeping track of all the documentation is a mammoth task, involving tens of thousands of documents. After assessing our needs, they put forward Extended ECM for Oracle EBS, which includes the OpenText™ Extended ECM for Oracle® E-Business Suite, to address the challenges we face.”**

“By ensuring that all content lives in one place, OpenText has been able to eliminate the problem of duplicated content.”

Kavindra Gali
ERP Technical Expert
Barwa Real Estate



“Mannai continues to be far more than a supplier to Barwa, it is our partner. The company has worked with us, not for us, from day one, to ensure the best possible outcome for our business. The team also works very closely with OpenText, ensuring an open dialogue is maintained at all times between all three parties,” said Gali.

Enhancing Oracle benefits for users

While OpenText Content Suite Platform is the central, highly secure platform for Barwa’s content, most users spend the majority of their day using Oracle EBS. Though storing large volumes of content directly in Oracle EBS was convenient for users, it means that documents are stored in the same frequently backed up Oracle EBS database designed primarily for extremely fast, limited content database transactions.

Using Extended ECM for Oracle E-Business Suite, unstructured content such as documents, drawings, spreadsheets, images, etc., have been moved out of the Oracle EBS database and into Extended ECM for Oracle E-Business Suite, easing pressure on Oracle, enabling the use of lower cost storage and reducing backup costs.

“Extended ECM for Oracle E-Business Suite users continue to use the familiar Oracle EBS environment and can still see documents in their unique business transaction context within the OpenText workspace embedded right into EBS Projects or any other E-Business Suite module. When they select a content item, the OpenText solution quickly and seamlessly delivers it to them without them having to leave their familiar Oracle environment,” said Gali.

Regardless of whether a user requires a piece of content that is current, months or many years old, there is no delay in access. They are also assured they are looking at the latest version, as only permitted users can edit and update a document. Users can do this quickly one after another, not simultaneously, avoiding version clashes and preserving data integrity. Although content can still exist in different physical locations, there is now a single overarching information management system, linked to EBS, Microsoft® Office® applications and more. The included multi-faceted search facility is fast, and as all content is in OpenText, the results are accessible and comprehensive. With Extended ECM for Oracle E-Business Suite, the need for Barwa employees working in EBS to log on to multiple systems is greatly reduced.

“The single sign-on capability provided by OpenText means that once users are authenticated on EBS, they can access the content they need to carry out their tasks without signing in multiple times, to multiple applications, which helps us further improve efficiency. The users have really welcomed this,” said Gali.

Security and audit concerns addressed

With departments across Barwa requiring access to the content that relates to their particular function—and corresponding company requirements to commonly restrict it to this—the OpenText solution also provides the necessary security and access controls.

“Not all content should be accessible to all users. Using the authenticated user credentials, OpenText ensures that only content appropriate for that user is available to them. Additionally, the solution provides a complete audit trail, so we can see who did what and when, should queries arise,” said Gali.

“By ensuring that all content lives in one place, OpenText, we have been able to eliminate the problem of duplicated content.”

Kavindra Gali
ERP Technical Expert
Barwa Real Estate



Not all users access content from Oracle EBS, nor do they have to be EBS users. Some access the content directly from OpenText, with the same checks and controls applied. Extended ECM for Oracle E-Business Suite provides further benefits enabling “ECM-only” users to search for content by key EBS metadata. Metadata such as property ID, property manager, building contractor, electrical subcontractor, job number, etc., is displayed on-screen next to its associated ECM-stored content in the user’s ‘non EBS-embedded’ ECM workspace. Because of this mutually reciprocal ECM-ERP design, a building project’s contract manager can find documents linked to, for example, “Project Lead > Electrical” for “Hotel Project A10” in EBS Projects without knowing the project lead’s name. Alternatively, they can retrieve all documents for Project A10 that were updated in the last week.

Regardless of whether a content item is added directly to OpenText or via Oracle, users can rely on OpenText to be the single source of truth for information assets, while preserving and providing its unique ERP process context.

“By ensuring that all content lives in one place, OpenText has been able to eliminate the problem of duplicated content,” said Gali. ***“Users are able to access documents more quickly. They can trust that the results are comprehensive, and they know they are using the latest version. This encourages collaboration, and reduces the number of content inquiries while improving our business and reducing Barwa’s cost of storage. We are delighted with the overall solution and support that OpenText and Mannai provide.”***

About Mannai Trading Company WLL

Mannai Corporation QSC is a public company headquartered in Qatar with more than 4,000 employees. Its diverse range of business areas includes information and communication technology solutions encompassing networking, hardware and software, automotive and engineering services, geological and geotechnical services, and facilities management

mannai.com



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.

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