

**opentext™**

**Success story**

**Engie**

**Industry**

- Energy

**Customer**

- Engie Electrabel

**Solutions**

- OpenText™ Core Archive for SAP Solutions
- OpenText Cloud

**Service**

- OpenText Professional Services

**Results**



**Migrated** its 27 TB archive to the OpenText Cloud



**Simplified** on-premises infrastructure and lowered costs



**Improved** security and provided customer document access



**Enabled** future developments to advance its digital strategy



# Engie Electrabel advance cloud strategy with OpenText

**Energy firm securely and reliably moves customer documentation to the cloud with OpenText Core Archive for SAP Solutions.**

*"The solution is meeting our objectives to help us lower and stabilize our operational costs [and] provide access for our customers, improving security, monitoring and administration."*

**Joris Verberckmoes**  
Head of Delivery and Operations  
Engie Electrabel



**Engie Electrabel is the top producer and supplier of Energy in Belgium, with origins dating back to 1905. Having grown to become Belgium's largest Energy firm in 2007, Electrabel, as it was then known, later became a wholly owned subsidiary of Engie. Engie is a global organization and the world's largest, non-state-owned Energy company, with operations in 70 countries and across all continents.**

In Belgium, the firm has 2.5 million customers in all sectors, as well as more than 4,300 employees, 153 wind turbines and a generating capacity of 9,667 MW.

The utility industry is transforming and Engie Electrabel wants its strategy to focus on the digital customer experience, exploiting the innovations available with cloud-based solutions. As the volume of information grows, Engie Electrabel needs to reduce both risk and costs.

For many years, the firm has used OpenText™ Archiving and Document Access for SAP® Solutions on-premises to improve the access, performance and lifecycle management of customer-related documentation for its critical SAP environment.

Joris Verberckmoes, head of Delivery and Operations at Engie Electrabel, explained further. ***"The archival of content from SAP, both data and documents, whilst critical for record keeping and the provision of customer service, is not a core part of our business. So, when looking at which of our applications could be moved to the cloud to reduce cost and the support overhead, this was an ideal candidate."***

A move to the cloud would ensure that the solution is always up to date, eliminating the need to make costly investments to remain compliant. This would enable the IT landscape to be improved and simplified by

decommissioning current solutions, reducing storage use, database overhead and internal support and maintenance.

Having evaluated a number of potential solutions to replace the on-premises implementation and migrate content to the cloud, one solution stood out.

***"We took the decision to remain with OpenText, after many years of successful collaboration. As well as providing the operational capabilities we sought, OpenText™ Core Archive for SAP Solutions was highly regarded by top analyst companies, including Gartner and Forrester,"*** said Verberckmoes. ***"A key area for us was the migration of our existing content, around 27 TB. OpenText was able to clearly show us how the migration could be achieved, with no negative impact on our day-to-day business activities."***

Among the many factors that influenced the choice was the seamless integration between OpenText and SAP. Users do not have to learn a new interface, they simply continue to use SAP in the way they are used to and OpenText provides the content needed to carry out the task at hand.

***"The OpenText solution enables us to deliver customer-related content directly to the customer too, through our MyEngie customer portal over the internet,"*** stated Verberckmoes. ***"Delivering customer service digitally is key to our future strategy and with a variety of prebuilt OpenText adaptors and its adherence to standards such as CMIS [Content Management Interoperability Services] we can provide content quickly and easily through any number of applications or services, adding value to our customers."***

OpenText collaborated closely with the IT team at Engie Electrabel to deliver the project. The solution was deployed out-of-the-box without the



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need for customization, ensuring future updates would not cause issues, keeping deployment, support and upgrade costs down.

***“OpenText Core Archive for SAP Solutions provides the connectivity to our other core applications and all the process flows we needed. This is vital for future stable operation and low cost of operation,”*** added Verberckmoes.

With 27 TB of data to migrate to the cloud, the Engie Electrabel and OpenText teams worked together to devise a plan that would not impact business-as-usual operation, including users in the call center and back office, as well as customers accessing accounts online. ***“Our users and customers don’t even know they are being served content from OpenText, a great example of silent IT,”*** said Verberckmoes.

The OpenText archive continues to grow now that all documents have been successfully migrated to the cloud. Each month more than 3.5 million documents are added, serving more than 6,000 SAP users with 2.2 million reads and 4.4 million writes to the archive. At its peak, the archive serves 57,000 retrievals every hour.

The majority of archived documents are customer bills, produced by Engie Electrabel’s output management solution. They are then available to view via SAP and the MyEngie customer portal. Other customer-related documents, such as invoices, contracts and uploads from other parties, e.g. distributors, are also archived from multiple channels, including email and scan capture, automating the entire process.

***“OpenText worked with us to deliver the solution and achieve quality certification to ISO 27001 and also SOC 2, assuring security, availability, integrity and customer data privacy,”*** added Verberckmoes. ***“The solution is meeting our objectives to help us lower and stabilize our operational costs [and] provide access for our customers, improving security, monitoring and administration. The new reporting and administration console is a great improvement and we are saving time thanks to OpenText.”***

Since implementing the solution, Engie Electrabel has moved its subsidiary, Engie Fabricom, which specializes in the design, implementation and maintenance of multi-technical installations and services, to the OpenText Cloud. This was significantly more cost effective than Fabricom establishing its own cloud archive.

***“OpenText has effectively become the standard for SAP data and document archiving at Engie Electrabel, allowing us to leverage our knowledge and the investments we have made,”*** said Verberckmoes. ***“Future plans include greater use of OpenText solutions in the areas of optical character recognition (OCR), natural language processing (NLP) and integration to our robotic process automation (RPA) solution. We also plan to integrate with our customer relationship management (CRM) platform, Salesforce.com, in the near future, which will drive even greater benefits for our customers.”***



## 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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