

# YPTO Document Output Solution Speeds Up B2B Travel Document Production

Solution drives down costs more than 40 percent, increases revenue, and speeds up document changes

YPTO NV is a wholly owned subsidiary of Belgian Railways and provides information technology services exclusively to its parent company. Over 480 personnel, made up of a mix of full-time employees and contractors, support the rail operator's SAP® implementation, which is central to their operations.

One of YPTO's key areas of responsibility is the business-to-business (B2B) ticketing system. Today, over four million travel vouchers and other documents are produced annually for business clients, including tour and travel operators, event companies, the European Parliament, and the European Commission, and various private and public organizations.

Over 200 document templates were used to manage document output for B2B tickets, and making changes, for example to a specific set of terms and conditions, could involve updating 80 or more templates. With updates possibly taking weeks to complete, this resulted in slow delivery to clients, risk of errors or inconsistencies in output, negative impact on revenue opportunities, and incurred high costs. YPTO set out to address these issues and commenced a search for a solution with the main objective to reduce complexity and increase agility with greater flexibility, while also reducing costs and opening up more opportunity to generate revenue.

## Building on Previous Success with OpenText

OpenText™ Document Presentment for SAP® Solutions is used in the back-office environment for document output management, leading YPTO to investigate how Document Presentment could help solve their challenges within their SAP environment for B2B ticketing.

The selection process involved a number of criteria that had to be met. According to Gerben De Vuyst, IT Architect, at YPTO NV, "We had clear criteria during our selection process. The new solution had to enable reductions in the number of templates and also the development effort to accommodate client requests for special events. High availability was a must too, as tickets are sold 24 hours a day, seven days a week. Also, tickets are delivered via a portal, so we have to ensure that they cannot be delivered

## INDUSTRY

Information Technology

## CUSTOMER

YPTO NV

## CHALLENGES

- Unable to respond to customer requests quickly, impacting revenue
- Lacked consistency in document output across back-office systems
- Time to production for new document layouts too long and resource intensive

## SOLUTIONS

- OpenText™ Document Presentment for SAP® Solutions

## BENEFITS

- Ability to respond quickly to requests helps customer base and revenue growth
- Reduced over 150 templates to just 12, enabling greater control over consistency
- Document change requests can be completed in hours rather than weeks
- Eliminated redundant travel documents preventing duplicates

***“With the new solution, when a change becomes necessary we only have to make it once, not 75 times or more and it is immediately available on all relevant sales products. This saves us an enormous amount of time; we can deliver in one day what used to take us a week. We also save money, up to 80% on development costs, plus we can ensure consistency across the board.”***

GERBEN DE VUYST, IT ARCHITECT, YPTO NV

twice. With the need to ensure branding guidelines are adhered to and multiple channels, we needed one central application to create a unified solution.”

After carefully considering their options, YPTO selected Document Presentment for SAP® Solutions because the solution operates seamlessly within their SAP environment, fitting perfectly with their corporate SAP strategy.

### Implementing in Partnership

Belgian Railways has over 200 B2B sales products, each of which can be varied to meet the needs of a client, for example a specific event or period of time. As an example, a set of travel conditions could appear on one or many templates, so maintaining consistency was an arduous and time consuming task. YPTO undertook a study to reduce the number of templates, identifying common parts and then redesigning them with Document Presentment for SAP Solutions. Working with local OpenText partner, Ordina, a member of the OpenText Partner Program for SAP Competence, the number of templates was consolidated and reduced to just 12.

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### Faster Document Changes Increase Revenue

Updates such as those to branding or standard terms and conditions are only a part of the ongoing template management. While the cost savings that YPTO achieves by being able to make such changes faster are welcome, the real financial benefits are gained due to the agility with which they can meet requests for special events. For example, a client may wish to encourage or even insist that travel to an event is made by train, due to it being more cost effective than air or car travel.

“We can meet client requests for their events within hours with OpenText Document Presentment for SAP Solutions. Previously, such requests would take days or even weeks, often missing client deadlines and consequently losing out on valuable revenue streams,” explains De Vuyst.

Since implementing the solution and being able to meet client needs much faster, nearly 40,000 new customers, each with multiple travelers, have been added to the system.

### Highly Reliable Solution Meets All Requirements

In addition to being able to make changes rapidly, YPTO meets their other requirements too. The solution is architected to be highly available using load-balancing, failover, and redundancy, with little, if any, downtime, and is proven to be highly reliable. Over 98% of output is now accurate, with just a small number of documents still requiring some optimization.

“The solution is clearly very stable and mature, allowing us to concentrate on other areas where we can make advances. With between four and five million documents output each year, we have been able to far exceed what was possible with the old solution,” adds De Vuyst.

The output of travel documents can be in one of a number of formats. Via a client portal, output may be in the form of a PDF document, an email plus attachments, or a physical print. Whatever the channel, Document Presentment for SAP Solutions is able to meet the needs of YPTO, including specialist devices, such as ticket printers that use special paper, similar to airline boarding passes. The solution also ensures that tickets are not output twice by recording exactly what is output and when.

### Standardization for the Future

Since implementing the B2B travel document solution, YPTO made the strategic decision to utilize it as a standard across the organization for all document output needs.

“We’ve been so impressed with the positive impact that OpenText Document Presentment for SAP Solutions made that we now see it as the gateway to the outside world. All projects that require document output now use Document Presentment for SAP Solutions, by default,” concludes De Vuyst.

YPTO’s use of Document Presentment for SAP Solutions already extends to freight operations, customer relationship management (CRM), customer complaints, and other areas. By the end of 2015, the aim is to use Document Presentment for SAP Solutions for every output need, including retail passenger travel.

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