



## OpenText Constructs New Enterprise Content Management Solution for Mott MacDonald Group

OpenText ECM provides company with a comprehensive information management solution

### Industry

Management, Engineering, and  
Development Consultancy Client

### Company



### Business Challenges

- Reduce duplication and double handling of electronic files
- Create a new electronic information and file management system
- Improve integration between records management, document processing, and content publishing
- Change culture and attitudes to embrace new information management processes

### Business Solution

- OpenText Document Management with OpenText Extended Collaboration

### Business Benefits

- Increased efficiencies between project teams
- Cost savings through the decommissioning of legacy systems
- Integration with Enterprise Resource Planning system, which has brought greater consistency to all projects
- Development of better working practices

The Mott MacDonald Group is a management, engineering, and development consultancy serving the public and private sectors worldwide.

One of the organisation's main currencies is documents—from business case studies to progress reports, from engineering drawings to complex engineering processes. Due to the importance of these documents, coupled with the growth of the company's activities, Mott MacDonald decided it needed an enhanced document management solution to better support its risk management strategy and also improve efficiency in document production.

In 2006, Mott MacDonald set up a steering committee to search for an appropriate solution that would meet the above requirements and deliver a single verified source to the company's 14,000 staff, working on projects in 120 countries.

### Business Need

The main area of Mott MacDonald's business is running consultancy projects, all of which tend to involve a number of project teams working across a series of locations to deliver a single project and the associated documentation. This makes information critical, especially flow and accessibility. More importantly, with so many people working on the same documents, it is important to ensure that the latest versions are available.

Prior to implementing OpenText Document Management with OpenText Extended Collaboration, Mott MacDonald's documents were stored on a number of file servers dispersed across more than 60 offices. The company wanted to make it easier for employees to access and share information. Ultimately, Mott MacDonald wanted a solution that could deliver one single verified source that would enable individuals to access the most up-to-date files, whilst improving the flow of communication and knowledge sharing within project teams.

Elliot Stamp, Project Manager at Mott MacDonald, issued an invitation to tender to 12 companies, short listing three for further investigation. Following a significant evaluation process, the OpenText system was selected.

"To be honest, there was not a lot of difference between the final three in terms of their capabilities, but what really made the OpenText system stand out was its superior user interface, search capabilities, and overall usability," says Darren Russell, Global IT Director at Mott MacDonald.

Following a proof-of-concept and pilot, the solution went live in October 2007. Initially 500 to 600 users had access to the system; following online training and rollout activities, this has been extended to 3,000. In time, this will be further extended to all Mott MacDonald's 14,000 employees.





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Elliot Stamp,  
Project Manager, Mott MacDonald

"The initial implementation was challenging and we still have some areas to complete. However, in the areas it has been installed staff have picked it up quickly. Originally we planned to give all staff a half-day training session. However, in many cases a one hour elearning course was sufficient for staff to understand the new system," says Stamp.

## Results

OpenText Document Management with Extended Collaboration has provided Mott MacDonald with a comprehensive information management solution, delivering a consistent approach to the management of documents and information. It has enabled its project teams to share knowledge more efficiently and communicate more effectively.

"During the implementation we've been able to integrate with our Enterprise Resource Planning system, which has brought consistency to all of our projects and staff no longer need to learn new methods of working with each project," says Russell.

Mott MacDonald currently has eight terabytes of information and 5,000 projects stored on the OpenText system, which has dramatically increased efficiencies between project teams. Collaboration is now simplified and staff has access to one single, reliable, and verified source that eliminates document duplication.

"As well as the obvious efficiencies, we have also achieved cost savings by decommissioning and transferring data from our legal department's legacy system—and crucially—we've been able to take some pressure off the old IT infrastructure, which has helped us develop better working practices," adds Stamp.

Mott MacDonald is currently in the process of rolling out to the whole of the UK's 6,000 staff and is also starting to look globally. "Our next implementation is planned for North America in the first half of 2009 and we then hope to expand the solution to the Middle East and Asia Sub-Continent by 2010," says Stamp. "We are excited about the new products OpenText is bringing out, especially its collaboration technology. The fact that OpenText is constantly evolving reaffirms our view that the OpenText ECM Suite is the product for us."

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