



Cutting Costs with Improved Report Processing

Applied Materials realizes an ROI between 200 and 300%

Industry

Manufacturing

Customer



APPLIED MATERIALS®

Business Challenges

- Capture approximately 100,000 pages a day at 10 remote offices
- 2,500 local and remote users accessing 600 local
- Multiple UNIX® systems

Business Solution

OpenText Report & Output Management

Business Benefits

- Reduced time and resources associated with manual report distribution
- Eliminated microfiche expenses of up to 80 percent
- Reduced paper production costs by more than 90 percent
- Dramatically decreased system administration time and costs
- Savings of approximately \$300,000 per year
- ROI between 200-300 percent

The largest producer of wafer fabrication systems and services for the worldwide semiconductor industry, Applied Materials is located in the heart of the Silicon Valley in California. The company has been a pioneer of the information age since its beginning in 1967, and it operates research, development, and manufacturing centers in the U.S., Europe, Israel, Japan, South Korea, and Taiwan.

The information systems department at Applied Materials was bogged down by time-consuming and ineffective printing and distributing of hundreds of paper reports a day. Increasing paper and courier costs, as well as employee time wasted on searching for reports or missing information, prompted the company to implement Report & Output Management from OpenText. Applied Materials has now moved to a paperless environment with reports instantly available electronically to users around the world. Paper production costs have been cut by more than 90 percent, and the new system is saving the company approximately \$300,000 per year, resulting in an ROI between 200 and 300%.

Time consuming and inefficient report distribution

Before OpenText Report & Output Management, all requests for reports from Applied Materials' ten divisions came through the Information Services (IS) department at their headquarters in Santa Clara, California. The reports were generated on centralized computer systems and printed in hard copy form. Thousands of pages of printed reports were then manually separated and distributed to employees around the world by courier service. The process was time consuming, inefficient, and often resulted in lost information. To accommodate these volumes, the department had to maintain 600 local and remote printers, which was expensive and drained resources.

"At the time, we were dealing with massive numbers of critical reports and the number was growing," says Subodh Tawde, Manager of User Systems at Applied Materials. "The logistics involved in supporting the operation became a huge problem and lost output was affecting productivity."

Angie Upton was in charge of report distribution at that time. "We were producing more than 500 reports and thousands of pages a day," Upton says. "With those volumes, even if you're very efficient, there are going to be lost reports. I'd get calls from upset employees around the country saying 'I can't get my work done until I get my reports.' It was a nightmare."





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Subodh Tawde Manager,
User Systems Applied Materials

With a corporate-wide initiative to reduce costs and move to a paperless environment, the IS department was challenged to make reports available to users faster and more efficiently. “We had to come up with a solution to deliver those reports electronically instead of in hard copy and reduce our printing and distribution costs,” Tawde says. “The best way to do this was to give each user the ability to view reports online and then select what to print, rather than print out the entire report every time. The solution was report management.”

Direct report access for 2500 end users

Applied Materials thoroughly evaluated several potential solutions and the Report & Output Management came out the clear winner. “Selecting OpenText Report & Output Management was an easy decision for me. It met all of our criteria for a report management system,” says Tawde.

Following a quick implementation process, the OpenText solution captures approximately 7,000 unique reports a day (this amounts roughly to 100,000 pages) as soon as they are produced by the corporate UNIX systems. More than 2,500 users can access the report repository to view reports right at their workstations. They can page through reports electronically, or, using powerful search tools, locate and print a section of a report if needed. The ultimate goal at Applied Materials, according to Tawde, is to have Report & Output Management installed on every workstation in the corporation.

Remote users can access, view, and locally print reports over the Web using the Report & Output Management Web Browser. “The advantage of the Web Browser for our remote users is a dramatic reduction in administration costs,” Tawde says. “We give the user a

URL and a secure log-on, and they have immediate access to their reports right over the Internet.”

“The users love the new system,” says Upton. “They can get their information on time and don’t have to wait for courier delivery. The reports are in electronic folders as soon as they are generated, waiting for display or print. In fact, the current users are so excited about the product they tell all their co-workers about it. And every day we get calls from the other employees who want to know when and how they can become OpenText users.”

Paper output reduced by 90 percent

The results of implementing the Report & Output Management at Applied Materials have exceeded management’s expectations. The paper output from corporate information systems has been reduced by 90 percent. Even more importantly, users throughout the company are getting their information faster, more reliably, and in an electronic format that is easier to handle than paper reports.

Over the life of the implementation, the return on investment for Applied Materials has been between 200 and 300 percent. “When I first calculated the cost justification, we anticipated we would save about \$75,000 per year. After implementation, the actual cost savings are closer to \$300,000 per year,” Tawde says.

Integration with Oracle E-Business Suite

Since purchasing the Report & Output Management, Applied Materials has also begun deployment of a new Oracle E-Business Suite. As part of the implementation plan, the Report & Output Management will be fully integrated with the Oracle E-Business Suite for report management. The company plans to use the OpenText Interface for Oracle E-Business Suite to automatically



synchronize and manage user and report profiles between the two systems as well as eliminate the costs associated with managing another system.

With the interface, ERP users will be able to select and schedule reports for capture in Report & Output Management with minimal training. "The look and feel of the Report & Output Management screen is very much the same as the Oracle screen. The navigation between the two systems will be seamless for the user. The Report & Output Management Web Browser looks like the ERP Web Browser, which makes it even quicker for users to learn," explains Tawde.

When the Oracle E-Business Suite installation is complete in all ten divisions, Applied Materials plans to use the Report & Output Management SmartAlarms feature to automatically notify users that new reports are available.

"I've been at Applied Materials for 25 years, and I've seen a lot of changes in MIS," concludes Upton. "I think implementing OpenText Report & Output Management was one of the best things the company has ever done. It has made our lives much easier and has saved the company a lot of time and money."



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