



## Success story

### Renewable Energy Systems Limited (RES)

#### Industry

- Energy

#### Solutions

- OpenText™ Content Suite Platform
- OpenText™ WebReports
- OpenText™ ActiveView
- OpenText™ WebReports Workflow Extensions
- OpenText™ ECM Everywhere

#### Results



**Sustainable and supportable solution**, removing reliance on in-house developed custom code



**Significant improvements to collaboration** within and across project teams, regardless of physical location



**Reduced paper use** in line with green credentials and targets



**Seamless and easy management of multiple content types** in a single user interface



# Renewable Energy Systems gets greener and smarter with OpenText

**OpenText aids efficiency with scalable, reliable enterprise-wide information management**

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**Philip Forshaw**  
ECM Manager  
RES Group





**Renewable Energy Systems Limited (RES), headquartered in Hertfordshire, United Kingdom is one of the world's leading renewable energy developers working across the globe to develop, construct and operate projects that contribute to their goal of a sustainable future.**

Working in the USA, Canada, Chile, South Africa, Scandinavia, Australia, UK, France, Ireland, Turkey and Germany, RES employ over 1,000 staff in the research, design, construction and operation of a portfolio of renewable energy and low-carbon energy technologies and a range of services which together meet demand from the industrial, public and commercial sectors.

Having grown from a small, localised team of fewer than 100 to over a 1,000 staff across the globe, the volume and complexity of documentation including CAD drawings, emails, scanned images, reports and more was taking its toll on the in house bespoke systems. In line with their corporate ethos of reuse and sustainability, RES set about looking for a commercial solution that would scale, be reliable and supportable and continue to meet their needs well into the future.

### **Selecting the right solution from a busy market**

With so many solutions available on the market claiming to provide the functionality that RES required, they turned to consulting firm Atos for their assistance and recommendation. RES required more than the typical document management functionality that many organisations use, although a solid, proven capability in this area would be essential. The ability to store, access and search for complex content types such as CAD drawings and emails, in a scalable, reliable and globally supported solution led RES to select OpenText™ Content Suite (known as "Livelink" at the time of the original purchase in 2006).

***"OpenText offered us the best combinations of the functionality that we need, with good global support in the various locations that we are located and was seen as the market leader in this area,"*** said Philip Forshaw, ECM manager, RES Group.

The solution was deployed to cover the major concentrations of RES personnel in the UK, US, France and Australia, architected to minimise delays and provide the required access for all staff to global policy and other documentation, plus project specific documentation.

***"Our global teams often work collaboratively on projects,"*** added Forshaw. ***"The complexity of our projects often requires specific skills from staff that could be located anywhere in the world, and OpenText ensures that despite this geographical disbursement, our teams are as effective as possible."***

### **Expanding the system, pushing the boundaries and improving user access**

With the solution in place and a growing knowledge of its capabilities and the possibilities that it brought to RES, new requirements began to emerge. Users needed faster, easier access to the content necessary to go about their work in the most efficient way possible. User feedback had indicated that some tasks required a series of keystrokes, so steps were taken to minimise the number of keystrokes required.

***"We consulted with users to better understand how they work in order to further streamline their processes. By working closely with key users in areas such as project development, engineering, technical, finance and legal, we have been able to achieve significant improvements in productivity and users feel they have an influencing voice on future developments,"*** added Forshaw.

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In keeping with the company's goals of sustainability and as low a carbon footprint as possible, some departments that were paper intensive, such as finance and legal have made great strides to reduce the amount of paper they both generate and receive. The move to a sustainable, digital platform is eliminating unnecessary duplicate copies of documentation, minimizing physical storage and reducing the time it takes to locate documentation through the powerful search capabilities of OpenText.

### Reporting, remote access and mobile users

Document volumes have continued to grow, with RES needing or choosing in some cases to keep documentation for an indefinite period. Today they are storing in excess of 2.4 million unique documents, with over 5.5 million document versions. This includes some 125,000 emails and 30,000 CAD drawings, totalling over 5 terabytes of storage.

Reporting on and quickly accessing the information users require is therefore critical to smooth operations. In 2009, RES engaged Resonate KT (since acquired by OpenText) to provide greater flexibility for access and display of content managed by OpenText Content Suite, with OpenText™ WebReports and OpenText™ ActiveView.

Previous third party additions to OpenText had been tried, but none lived up to expectations due to their user interface, usability or stability.

***"WebReports, ActiveView and OpenText™ Content Server Mobile have provided us with the flexibility we needed to present query results and reports, quickly and easily in an intuitive user interface. This includes mobile users, opening up a new possibilities for our staff in the field,"*** added Philip Forshaw.

OpenText is providing the layout options to suit the way RES work. Development time has been reduced, with no coding required, removing reliance on developers and the IT department, putting the business

users in control. With Content Server Mobile, users are now able to access the information they require whilst travelling or on site at one of the many RES installations across the globe.

### Process efficiency, compliance and consistency

Streamlining business processes has long been a central goal for the 1,000 plus users at RES. Whether that's a typical document approval process, with check in and check out, publication with PDF creation or more complex electronic signatures with full security and audit, OpenText is meeting the needs of RES.

***"We have numerous template documents that we manage with OpenText, for example, every wind farm will have its own letter-head. Keeping track of the millions of documents is made easier with OpenText Auto Document Numbering, helping us to ensure that every document created can be uniquely and quickly identified, saving time and energy,"*** added Forshaw.

Among the many templates that RES use are their numerous reports. By using the document workflow capabilities of OpenText, they've been able to reduce the workload burden report generation places on staff. All documents and reports are securely stored, with an audit trail providing accountability, transparency and consistency across the enterprise, helping RES meet their compliance needs in information recording and tracking.

By moving away from their original in house developed systems, to the robust WebReports based system, the number and nature of support calls has been reduced and fixes are generally faster, with a high level of first time fix. Staff surveys have indicated there is rarely a delay and typically it is support waiting for information from users, rather than the other way around.

A large, stylized image of a wind turbine, rendered in a light blue color, set against a darker blue background. The turbine is positioned diagonally, with its blades extending towards the top right corner of the frame.

***"We get to benefit from the extensive research and development, deployment and support experiences that OpenText has built up across their extensive user base."***

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## Developments and the future

OpenText ECM has paved the way for a raft of developments and innovations. RES use the solution to provide a number of extranet sites, such as data rooms for specific projects, enabling consortia to have secure access. They have developed their own way of managing drawing control with the system and also transmittal workflows.

Future developments are set to include more extensive roll out of mobile devices for users, including popular smart phone and tablet devices and more sophisticated local replication for remote sites with slow or unreliable bandwidth provision.

***“The OpenText solution has opened doors to RES that previously were left firmly closed had we continued on the path of in house development for our information management needs. We get to benefit from the extensive research and development, deployment and support experiences that OpenText has built up across their extensive user base,”*** said Forshaw. ***“We feel we’re in a safe hands with OpenText for the future.”***



## 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](http://opentext.com).

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