

opentext™

SUCCESS STORY

**Greater Toronto
Airports Authority**

Industry

- Air transportation

Solutions

- OpenText™ Content Suite
- OpenText Cloud
- OpenText Cloud Managed Services

Results



Lowered total cost of ownership



Achieved business goal of prioritizing innovation



Improved productivity for employees with anywhere, anytime content access



Secured expert support



GTAA takes to the cloud

Greater Toronto Airports Authority (GTAA) moves OpenText™ Content Suite to the OpenText Cloud to support innovation and meet digital demand

“Our objective is to move away from the infrastructure business and be more into the innovation business.”

Juan Pablo Rojas
IT Client Manager
GTAA



Digital transformation is guiding technology strategies at the GTAA, just as it is for other connected enterprises. For efficiency and innovation, GTAA has moved to the cloud for its content management platform with OpenText.

Growing to meet needs

Canada's largest and busiest airport is getting busier: Toronto Pearson International Airport served more than 44 million passengers in 2016. Management and operations for this future mega hub are provided by the Greater Toronto Airports Authority (GTAA), a not-for-profit corporation that handles collaboration among several partners including government bodies, airline operators and commercial tenants.

"Because the Toronto Pearson passenger traffic is growing above the industry average, we're also trying to grow within the company," said Juan Pablo Rojas, IT client manager for GTAA. **"We work to find new initiatives to make sure that we stay up to date in terms of technology."** Increased traffic along with a shifting digital environment is what drove GTAA's move from on-premises content management to the OpenText Cloud.

Reliable corporate information

For more than a decade, GTAA has relied on OpenText Content Suite as its primary content management system. Close to 1,500 users—including employees and partners—access contracts, operating procedures and other files through the Enterprise Content Management platform. All GTAA departments rely on Content Suite as a single source of truth for enterprise information. Furthermore, they

leverage that data within automated business processes. **"We run more than 30 workflows at the airport and all those workflows are essential to us,"** Rojas noted.

Just as flexibility offers value in workflow design, support for evolution in a digital world leverages a relevant ECM system. **"To me, digital transformation is the big picture,"** said Rojas. **"It's looking at everything we have that could be affected when it comes to technology."**

As part of this shift, GTAA set out to meet the needs of its digital consumers. While aviation garners a loyal workforce, the industry is finding its retirees are being replaced by new employees who bring along their own mobile devices and expectations. **"They want to access information from anywhere. They're very attached and always want to be in the know. It's a different way of thinking,"** Rojas said. **"We need to be ready for that."**

Moving to the cloud

To increase operational efficiency and improve passenger experience, GTAA moved from on-premises content management and upgraded to the latest version of Content Suite in the OpenText Cloud, a secure environment for enterprise solutions supported by a scalable infrastructure. The airport operator is teaming with OpenText Cloud Managed Services for full support for greater efficiency and innovation.

While some face executive resistance when contemplating a cloud model, the IT team at GTAA is encouraged to think outside the box. **"We have a CIO who is focused on bringing innovation, so that's pushing initiatives to help our clients,"** Rojas said.



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As they move to the cloud, the IT team plans to remodel the content management system—currently branded internally as iShare—with a new folder structure and updated records management policies. Based on usage data and feedback, the fresh face will appeal to new and existing users. Rojas expects usage to rise closer to 2,000 employees with the upgrade to Content Suite 16 in the OpenText Cloud.

Encouraging innovation, meeting digital demand through the OpenText Cloud

By moving to the OpenText Cloud, GTAA expects to shift its focus: **“Our objective is to move away from the infrastructure business and be more into the innovation business.”**

In the past, upgrades for enterprise systems faced delays, many times due to competing demands for capital dollars. With the cloud platform and Cloud Managed Services, upgrades and support are already worked into the budget. **“With the OpenText Cloud, we’ll always be up-to-date; as soon as there’s an opportunity for an upgrade, we can take it.”**

Expedient, expert support

Knowledgeable system management and service will be readily available, according to Rojas. **“We’ll be using Cloud Managed Services almost like our service desk. Managed Services is the expert on Content Suite. We expect a fast turnaround when any of our users has any issues or they’re trying to do some developments.”**

Outsourced administrators previously tasked with managing Content Suite will have more time to design workflows or investigate additional technologies. **“They are excited because now they’ll get to do more of the innovation than day-to-day maintenance,”** Rojas said.

Cost savings

GTAA expects better content management efficiencies at a lower ticket price by reducing infrastructure requirements and supplying efficient support. **“We did a five-year total cost of ownership study and there were savings. That was the reason we decided to go with OpenText Cloud,”** even over other cloud options.

Mobile efficiency

Automated workflows through Content Suite have powered GTAA for years. By moving to the OpenText Cloud, Rojas is ensuring those capabilities are available even as employees are on the move around the large airport. **“We now have access to everything through a mobile phone, a tablet, you name it,”** he said. **“Hopefully, we will see more efficiency when it comes to turnaround and approvals. That’s going to be very beneficial for the company.”**

Cloud security

To meet strict corporate and industry guidelines, GTAA scrutinized the security of the OpenText Cloud. **“Looking at the cloud services and infrastructure, we made sure it is up to standards for GTAA,”** said Rojas.

For other organizations considering a move to the cloud, Rojas recommended setting a clear, structured business plan to prove corporate benefit. **“This is exactly what we did. We proved cost savings; but, not only that, OpenText Cloud is needed for us to move to the next phase. We’re trying to be one of the best airports in the world, and to bring innovation into the house, that is a big piece for us.”**



About OpenText

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