

More Information and Less Paperwork

Rexam South America invests in OpenText Enterprise Information Management solution for its Human Resources Department to increase the speed of its process governance

Rexam is one of the main manufacturers of beverage cans worldwide and a leader in this segment in South America.

With the OpenText Enterprise Information Management (EIM) solution, Rexam South America has eliminated large amounts of its paperwork and automated the processes of its Human Resources department. The scenario of information unavailability has been changed into daily efficiency for the HR staff. The benefit was extended to the whole organization.

According to André Caneca, IT Business Relationship Manager at Rexam South America, the EIM solution has added much value to the HR daily routine, ensuring information accuracy and availability and enforcing compliance and governance processes. "We employ around 2,000 people. Many documents are generated every day, and we needed a solution to automate the information management, increasing speed and optimization and bringing a structured source of reference," he says.

Challenge

Rexam has 67 plants in 24 countries, 13 of them in South America. The company's policy is to work with team spirit and focus on innovation. For this reason, it was necessary to centralize the information

on a single platform, to eliminate the large amount of paper and manual processes. "The information from the HR department was spread in physical documents and on the corporate network. We didn't have any management structure for such data," says Caneca.

The IT team at Rexam South America, working with the HR business leaders, concluded that a change was required and began a process to analyze the main IT players to find the best solution to fulfill the demands of Rexam's HR department. According to Caneca, the technology implemented should match the company's expectations, be able to meet a tight budget and a short installation deadline.

"We were looking for the company with the best results and selected OpenText for what it already represents in the IT market," says Caneca.

Rexam started the field consulting process with the professionals from OpenText, who experienced the daily routine of the HR staff, understanding their real needs. Both Rexam and OpenText had to achieve two important goals: work under the implementation budget, and deliver the concluded project within three months.

INDUSTRY

Manufacturing (beverage containers)

CUSTOMER

Rexam South America

CHALLENGES

- Automate HR processes with a document management solution
- Have precise information, centralized on a single platform
- Eliminate large amounts of paperwork

SOLUTION

- OpenText Content Suite Platform
- OpenText Content Server
- OpenText Imaging (Enterprise Scan)
- OpenText Informative Graphics Products: Brava! 7.0
- OpenText Archive Server

BENEFITS

- Increased productivity
- Reduced risks
- Information sharing and management, and security of the whole lifecycle of corporate information
- Enforcing compliance and governance processes

After two weeks of field work and interviews with the HR professionals, the implementation project was designed according to Rexam's demands and it was rigorously observed to fulfill the defined goals. "After these steps, we defined the installation strategies and OpenText performed a very professional job, partnering with us," adds Caneca.

The document management project was designed in early 2012. The HR staff needs were analyzed and the agreement with OpenText was signed in September. In December, Rexam had the whole solution implemented. Today, the EIM tool is used on a daily basis by around 40 employees from HR and the medical office, and by support teams, including medical examination centers and occupational health nurses.

The Solution

Rexam implemented Content Lifecycle Management, which is the OpenText Enterprise Content Management (ECM) suite of information management solutions, in the HR department. The company acquired 75 licenses, including corporate HR and plants, nurses, managers and suppliers. The solution provided the packaging company with the right combination of ECM tools to manage the whole information lifecycle, adding business value to the strategies that had been established.

Among the solution modules, Rexam installed Content Server 10, a web client system with a user-friendly interface that allows searches in documents, workflows and reports; and Enterprise Scan 10, which is a scanning tool that allows users to include mandatory metadata in document search.

Rexam also has IGC Brava! 7.0, a component that allows users to compare the versions of the same document, print control, watermark, among other resources. And, lastly, OpenText Archive Server 10, a document archiving module. "We've invested in this system because it is a prerequisite for the document management solution we intend to have in the future," explains Caneca.

According to Caneca, the tool has fulfilled the HR demands, allowing the integration with other technology platforms. One of the objectives of Rexam was to add value to the IT environment, and the adoption of an EIM solution has fulfilled this need.

"The HR department generates many documents every day. We needed a solution to automate the information management, increasing speed and optimization and bringing a structured source of reference."

ANDRÉ CANECA, IT BUSINESS
RELATIONSHIP MANAGER
AT REXAM SOUTH AMERICA

Benefits

The benefits of the EIM solution suite include: increased productivity, reduced risks, low storage cost and TCO, content integration, information sharing and management and safety of the whole lifecycle of corporate information.

In the first half of 2013, Rexam realized the advantages of document management automation. Caneca highlights the importance of technology in the company's processes. "We're a packaging company and technology has to support our business, from product development to delivery. In addition, technological solutions have to help us reduce costs, acting as a process catalyst. This project really did fulfill these requirements," he says.

The record delivery time of this fully implemented solution was also a great benefit to Rexam. "We had an internal demand and we needed to deliver the project in

December 2012; the challenge was not related to cost only, it was a commitment between the HR and IT areas. We developed a project and OpenText achieved the goal, observing the deadline and the budget. That was a great differentiation," says Caneca.

The organization of HR information, with structured search and data centralized on a single platform, was also an advantage highlighted by Caneca. According to him, the possibility to prevent paperwork adds value to Rexam's processes.

For Eliciana Carvalho, Operations – HR manager at Rexam, the old scenario of the department required a document management solution, because the employees had to spend more time to find documents, due to audits or legal issues. In addition, says Carvalho, the large amount of paper occupied too much physical space.

"After we defined the project scope, we classified the documents, since some of them would not be included in the electronic document management repository, and the department employees were afraid that some information would be lost. Through keywords, we answered questions and prevented errors while uploading documents to the repository," explains Carvalho. "Consequently, we've improved speed and governance and gained more physical space."

The Future

With the EIM solution implemented, Rexam sees great advantages for the future, especially benefits for the whole organization, including the IT department. According to Caneca, the solution brings new opportunities for the company's management as a whole. "When a true exchange of correct and precise information has been established, we have a range of opportunities of solution utilization in other areas, as information flows across several departments and a centralized platform brings great advantages to Rexam South America," he concludes. ■

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