Abu Dhabi Airports

Industry
• Transportation

Solutions
• OpenText™ Content Suite Platform
• OpenText™ WebReports

Results

⚙ **Efficiency improvements** realized, including self-service, secure access for external parties and averting delays due to time zones

👁 **Complete transparency** with comprehensive audit trail and ability to identify where processes have stalled

🗃 **Meets Capital Project Team needs** and provides foundation for ongoing corporate use, e.g., in record management

مطارات أبوظبي
ABU DHABI AIRPORTS

Abu Dhabi Airports expansion takes off with OpenText

OpenText Content Suite Platform delivers efficiency and functional benefits to construction project, including reliable document transmittals, workflow, compliance and collaboration

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Dr. Saif Al Ketbi
Senior VP Technology
Abu Dhabi Airports
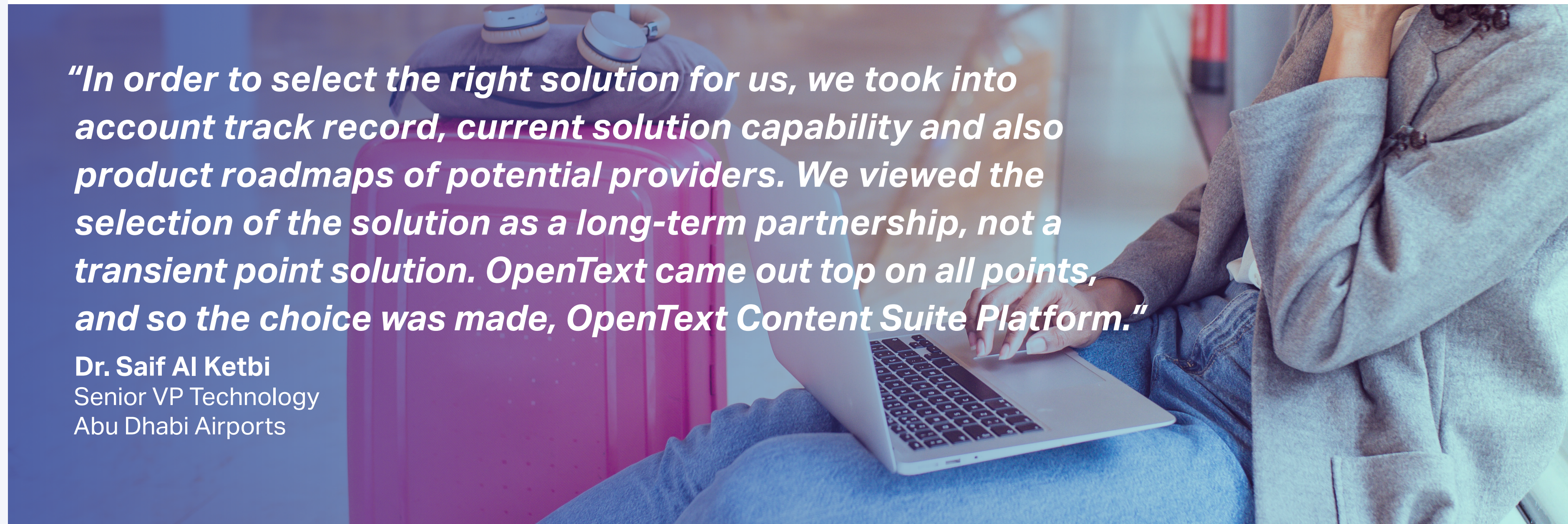
Abu Dhabi Airports, wholly owned by the Abu Dhabi Government, is headquartered at its principal asset, Abu Dhabi International Airport (AUH). The airport is one of the fastest growing hubs in the world and, as part of Abu Dhabi's Economic Vision 2030, Abu Dhabi Airports is mandated to provide world-class services while meeting forecasted demand over the coming years. To this end, Abu Dhabi Airports has begun construction of the Midfield Terminal Building (MTB). The construction of the MTB is a key element of the broader Midfield Terminal Complex (MTC), which will include cargo and catering facilities, utilities and related infrastructure. In its first year of operation, the planned capacity of the facility is expected to reach 30 million passengers.

The MTC is the largest and most complex of three large programs Abu Dhabi Airports is supervising, with each of these comprised of 20–25 projects. Like any large construction project, there is a complex mix of internal staff and departments, external consultancies, construction contractors, sub-contractors and engineering companies. With more than two million document versions generated to date, reliable, audited and controlled access to documents is key to the smooth management of the project.

Addressing the shortcomings of existing technology to meet long-term goals

The Capital Projects team at Abu Dhabi Airports had been using an existing contract management point solution to assist with the MTB project. However, it had many shortcomings, and lacked the ability to expand to meet future needs.

Dr. Saif Al Ketbi, senior VP Technology, Abu Dhabi Airport, expanded: *"The existing solution lacked workflow, collaboration, effective search and full audit trails. The long-term vision is to hand over all documentation for the construction project to the business for its ongoing operational purposes. We had to find another solution for this transition to be possible, minimizing cost and disruption."*

Abu Dhabi Airports took the opportunity of replacing the contracts management solution to address its long-term, strategic content management needs. They set out to identify a solution that could handle specific construction, contract management, transmittal and drawings functional requirements, as well as excel at traditional document and record management, workflow and collaboration. Everything they do also has to have a full audit trail, ensuring complete transparency in order to meet audit needs, being able to check who did what and when.

Evaluating the marketplace, selecting the most appropriate solution: OpenText™ Content Suite Platform

A review of potential solutions was undertaken following a formal tender process. Working with its construction project management partner, Parsons, the company evaluated a number of global solution providers. *"In order to select the right solution for us, we took into account track record, current solution capability and also product roadmaps of potential providers. We viewed the selection of the solution as a long-term partnership, not a transient point solution. OpenText came out top on all points, and so the choice was made, OpenText Content Suite Platform,"* said Al Ketbi. The initial solution was deployed in 2012 using the then-current version of Content Suite Platform. The Capital Projects team, working with the business, established the longer-term goal of handing over the platform once the construction was complete, allowing the solution to become the corporate, business-as-usual operational model. This will provide continuity as well as complete, reliable access to all documents, drawings, audit trails and more once the terminal is complete in 2017.

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Efficiency improvements with greater collaboration, effective workflow automation and transparency

The key driver for the solution has been, and remains, efficiency. Every external contractor, supplier, sub-contractor, engineer and architect needs to access documents and drawings related to the project. They often have to submit changes and supporting documents, and the old system simply could not cope.

"To ensure that the construction project remains on time and on budget, we cannot allow delays to occur in sharing of content and collaboration between parties. With many operating in other countries and time zones, they cannot wait for their point of contact or document controller to be online, simply to access or make an update to content. OpenText has eliminated any such delays and with all parties using the system, for the first time, we have complete transparency of who did what and when," added Al Ketbi.

With all content managed effectively, the reliance on scanning, email, shared drives and hard copies has been removed. All comments, annotations, versions, approvals, etc, are handled by OpenText.

Users and the business benefit from OpenText commitment to continuous innovation

One of the selection criteria was that of a clear and robust roadmap. Since implementing the solution in 2012, OpenText has continued to innovate.

"We worked closely with OpenText to understand the business benefits of upgrading, and in June 2014, after testing, we went live with with the new version. We took the opportunity to review our infrastructure platform too, and are now benefitting from even greater performance, which translates to further efficiency gains, as well as functional improvements available in the new release," added Al Ketbi.

Users have received training throughout the project and welcomed the introduction of the new user interface and functionality of Content Suite Platform 10.5. Half of the users are external to the business and contribute significantly to the two million document versions already managed by Content Suite Platform. Storage currently occupies more than 6.3 Tb with more than 70 workflow processes initiated each day, with more than 3,500 email notifications, accounting for more than 2,000 documents being distributed on a daily basis.

The future of the project and beyond: Exploring ways to use OpenText further

Having built up a greater understanding of the capabilities of Content Suite Platform and the broader portfolio of additional modules and add-ons, thoughts are turning to how else the organization can benefit.

Various additional processes will be developed into efficient workflows, especially around reporting, an area where users have requested greater detail and flexibility. Technologies such as Optical Character Recognition will be used to speed up routing of scanned documents with extracted metadata helping to drive the process. Long-term content archival and record management is also on the roadmap to help bolster compliance.

Al Ketbi said, *"We're excited by the opportunities that OpenText is opening up for us. We'll be adding many hundreds of additional corporate users, who will also benefit from using Content Suite Platform for a wide range of content types. We're evaluating a number of OpenText offerings to provide greater freedom for our users, both internal and external, with OpenText™ Content Server Mobile and OpenText™ Tempo™ Box for greater collaboration."*
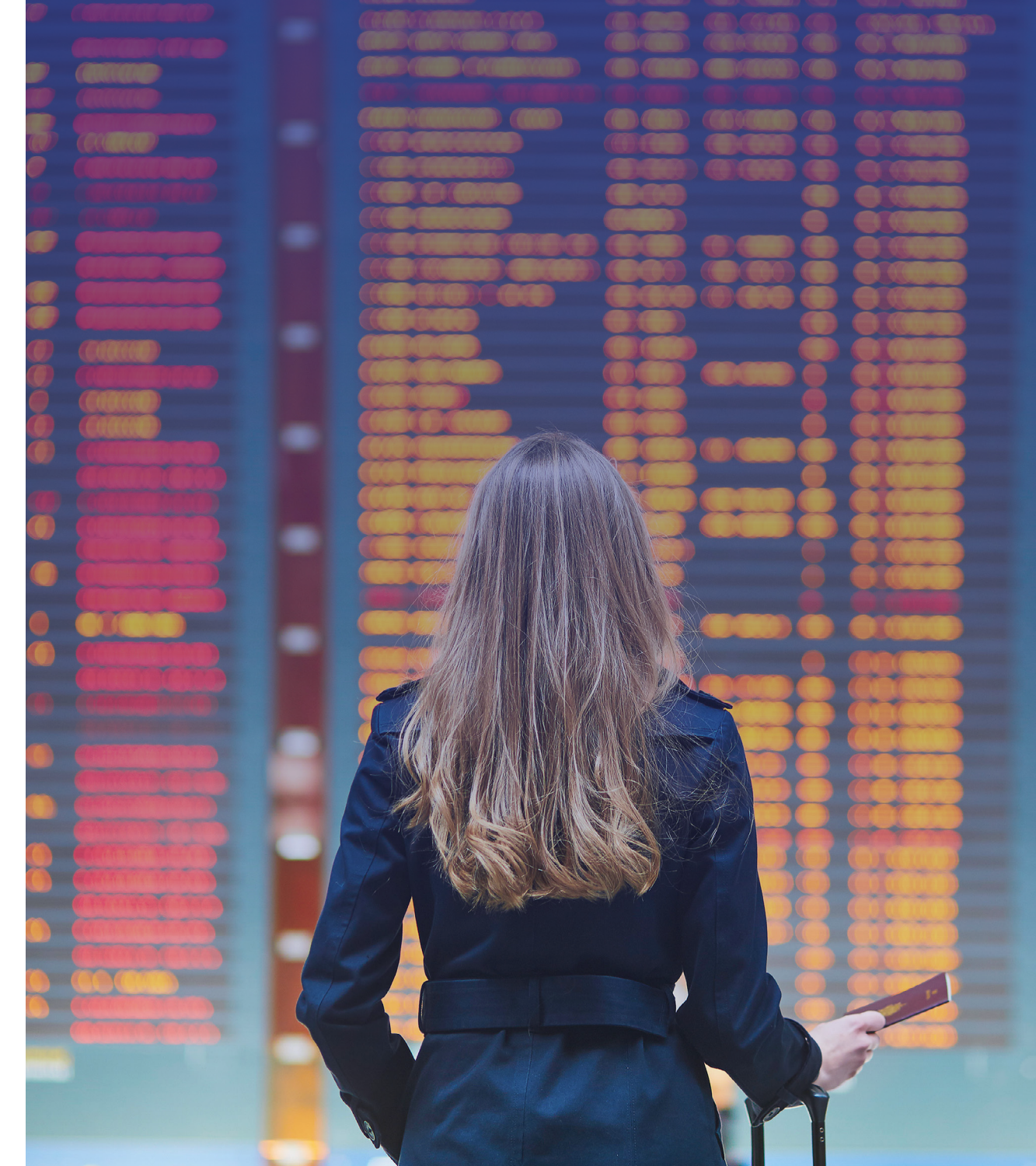
About OpenText

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.

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