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Information Management.
Intelligent Experiences.

Hydro One's OpenText Journey

November 15, Wayne Logan & Rob Renna

Agenda

- Hydro One's Strategic Priorities & OpenText Journey

- OpenText + SAP – Intelligent Information Management

- OpenText Aviator – A Look Into What's Next

Hydro One's Strategic Priorities

Plan, design, and build a grid for the future

Be a trusted partner

Be the safest and most efficient utility
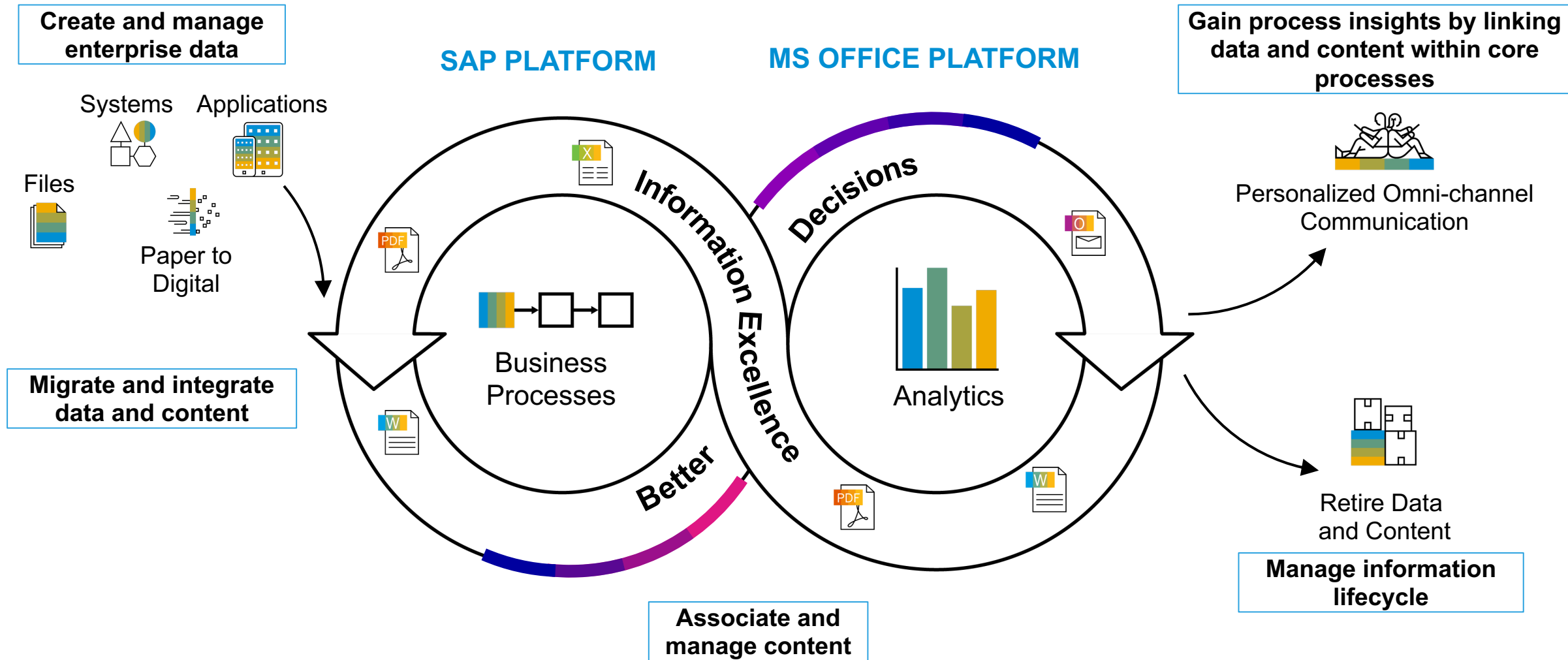
Advocate for our customers

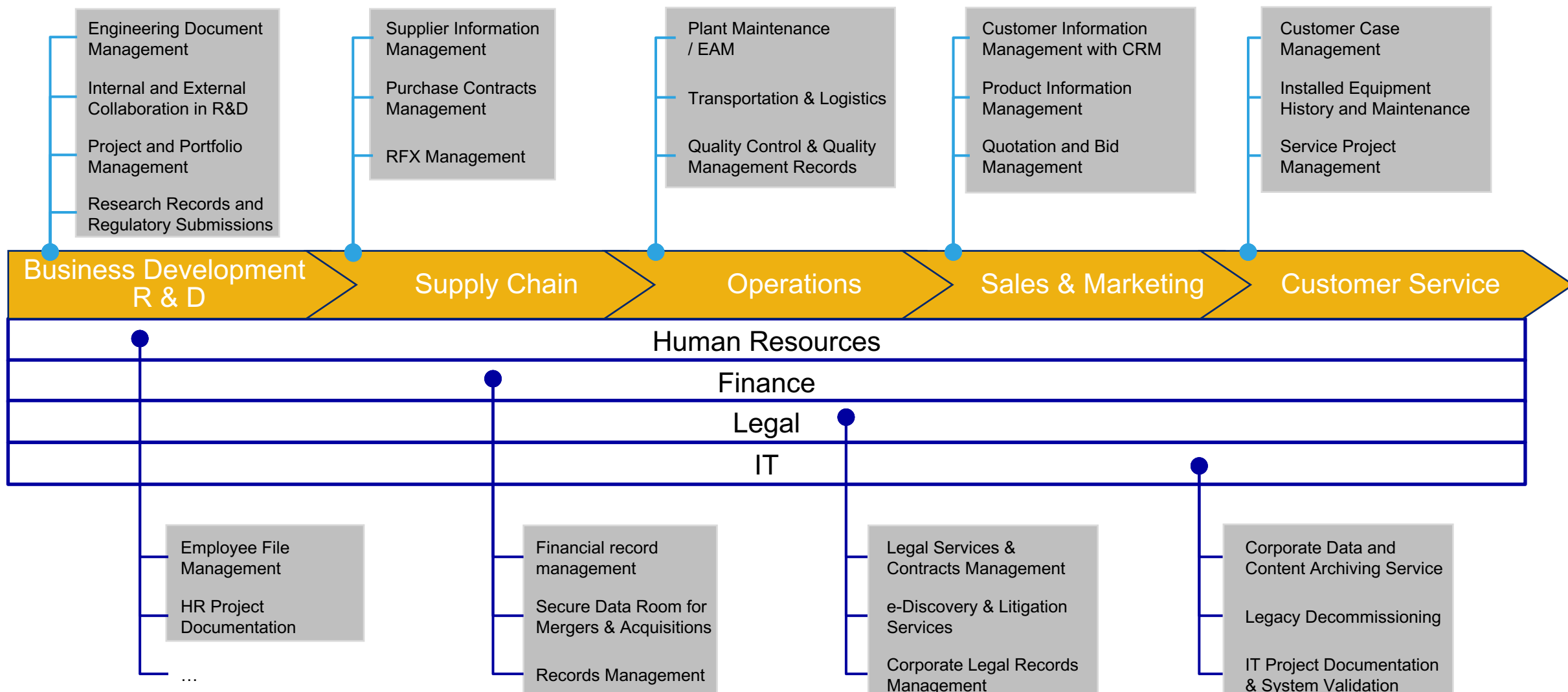Innovate and grow the business

A content platform that integrates with our core business applications, allowing us to:

- More efficiently communicate with customers & enhance customer experience
- Ensure employee efficiency and safety through critical information access
- Automation and optimise financial business processes
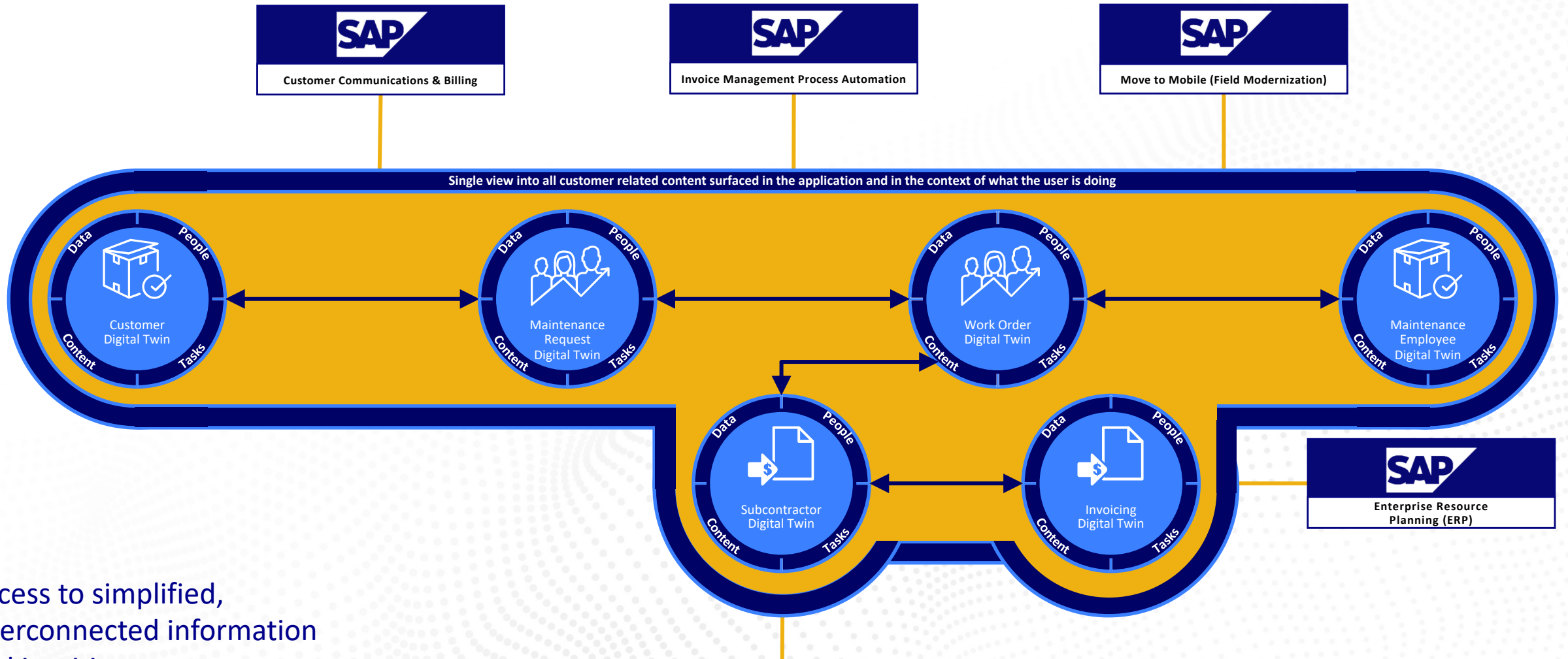- Enforce regulatory compliance

opentext™ | SAP

Hydro One Journey

Create and manage enterprise data

SAP PLATFORM

MS OFFICE PLATFORM

Gain process insights by linking data and content within core processes

Systems   Applications

Files

Paper to Digital

Information Excellence

Decisions

Business Processes

Analytics

Personalized Omni-channel Communication

Migrate and integrate data and content

Better

Retire Data and Content

Associate and manage content

Manage information lifecycle

Extended ECM for Utilities Use Cases

Engineering Document Management	Supplier Information Management	Plant Maintenance / EAM	Customer Information Management with CRM	Customer Case Management
Internal and External Collaboration in R&D	Purchase Contracts Management	Transportation & Logistics	Product Information Management	Installed Equipment History and Maintenance
Project and Portfolio Management	RFX Management	Quality Control & Quality Management Records	Quotation and Bid Management	Service Project Management
Research Records and Regulatory Submissions				

Business Development R & D ▶ **Supply Chain** ▶ **Operations** ▶ **Sales & Marketing** ▶ **Customer Service**

Human Resources

Finance

Legal

IT

Employee File Management	Financial record management	Legal Services & Contracts Management	Corporate Data and Content Archiving Service
HR Project Documentation	Secure Data Room for Mergers & Acquisitions	e-Discovery & Litigation Services	Legacy Decommissioning
...	Records Management	Corporate Legal Records Management	IT Project Documentation & System Validation

OpenText, H1 & SAP – Intelligent Information Management

Intelligent Information Management - Business Workspace

Data

People

Content

Tasks

Customer
Digital Twin

Document
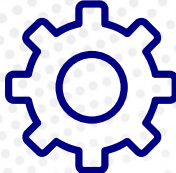management

Smart View
and
Portal Services

Collaboration

External
file sharing

Scanning,
Generating
and viewing

Workflow
and
Process

Records
Management
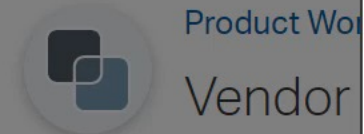
Business
Users and Roles

Archiving

Live Demonstration

Introduction to Intelligent Information Management

OpenText.AI

Introduction to Content Aviator

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Consulting Services Agreement

Effective Date	May	11th	2023
	(Month)	(Day)	(Year)

Contract Number #

Parties

1. **OpenText Software GmbH** of Werner-von-Siemens-Ring 20 85630, Grasbrunn, Bayern Germany ("**OT**")

2. **Smith Consulting GmbH** of Eibelstrasse 2, CH-8500 Frauenfeld , Switzerland ("**Consultant**")

Recitals

A. OT requires the provision of certain services, deliverables and/or products.

B. The Consultant has represented that it has the necessary expertise and resources to provide the services, deliverables and/or products.

C. The Consultant agrees to provide and OT agrees to acquire the services, deliverables and/or products on the terms of this Consulting Services Agreement (the "**Agreement**") and any relevant Statement of Work.

It is agreed as follows.

1.   **PROVISION OF SERVICES**.

1.1 General. OT desires to retain Consultant as an independent contractor to perform demo system and presales support related services and prepare deliverables for OT, and Consultant is willing to perform such services on the terms and conditions set forth herein.1.2 Services. Consultant agrees to perform for OT demo system and presales support and related services and deliverables (collectively, the "**Services**") described in one or more Statements of Work attached hereto or as mutually agreed between the parties from time to time (each, a "**SOW**"). Each SOW shall contain contact information, the term, milestones, billing rates, a fee estimate, reporting requirements and any other terms relevant to the Services being performed thereunder. All SOWs shall be subject to the terms and conditions set forth in this Agreement. OT and Consultant acknowledge and agree that Consultant has the ability to set or negotiate Consultant's own rates for the Services performed. Consultant shall customarily and regularly exercise discretion and independent judgment in the performance of the Services.

1.3 Personnel. Consultant shall provide qualified personnel who meet the requirements, including, without limitation, education and training, experience and expertise, to satisfy the provision of Services required under each SOW. OT reserves the right to: (a) request resumes of Consultant's proposed personnel; and (b) whether prior to or during the performance of the Services, accept or reject such proposed personnel that OT determines in good faith are not qualified to perform the Services.

1.4 Independent Contractor. Consultant shall perform the Services hereunder as an independent contractor. Nothing contained herein shall be construed to constitute Consultant or its employees as an agent, employee or representative of OT. Nothing contained herein shall be construed to create or imply a relationship of either (a) joint venture, or (b) principal and agent relationship between the parties, and neither party shall have any right, power or authority to create any obligation, express or implied, on behalf of the other in connection with the performance of Services. Consultant agrees to furnish all tools and materials, and to incur all associated expenses necessary to perform the Services and other obligations under this Agreement, including, without limitation, providing all computer services and equipment and incurring all expenses related to telephone and secretarial services, except if such expenses are reimbursable as expressly provided in the applicable SOW. None of Consultant's employees will be eligible for any OT employee benefits. Consultant shall have sole responsibility for remitting taxes and providing benefits to its employees. Consultant and OT acknowledge and agree that outside of project completion dates and reasonable business hours (including the reasonable business hours of OT's customers to the extent applicable), the Consultant has the ability to set Consultant's own hours. Consultant further represents to OT that Consultant is customarily engaged in the same type of work performed under this Agreement with other entities and/or that Consultant holds itself out

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Good afternoon, Kate!

3:59 PM
day July 7

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🔷 Documentum

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Accounts

Smith Consulting GmbH

Contenido

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Configuration Guide Business Workspace.pdf

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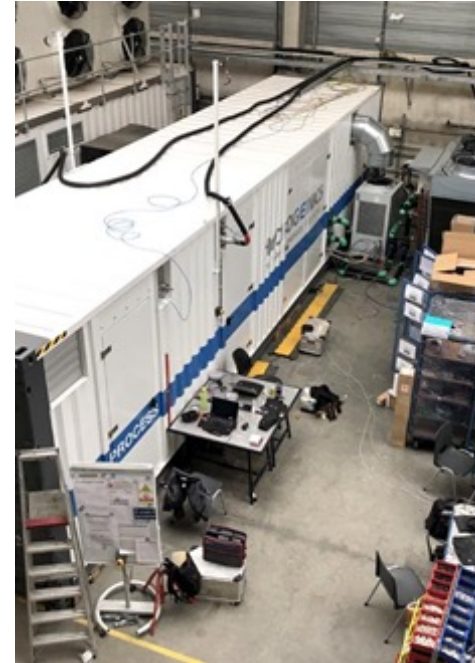
Additional Customer stories in Utilities

Metropolitan Utilities District digitised hundred of thousands of engineering design documents and gas and water service cards with SAP Extended ECM. Integrated with GIS, the field technicians can now easily and instantly access the documents

Dominion Energy deploys SAP Document Presentment to automate and improve customer communications as part of a fully integrated customer information and billing solution

More than 90% of the incoming invoices are automatically posted after implementing SAP Invoice Management. Salt River Project has also reduced the need to pay late fees and improved process transparency

To optimise business processes and enable a single source of truth for enterprise content, Jemena leverages SAP Extended ECM with Add-on for Microsoft 365. This includes linking work and asset management data with unstructured content

To comply with the paperless strategy of the UAE and to provide customer self-service, the Federal Electricity and Water Authority deployed SAP Extended ECM. It further provides the Customer Happiness Centre with a 360-degree view of the customer

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Thank you