

Executive Summary:

The Business Value of SAP ECM Solutions by OpenText



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The world has turned digital, enabling that some automation, faster productivity, and quicker time to value, allowing organizations to become more competitive with faster decision velocity. From document migration to vendor payments and more efficient accounts payable teams, automation and AI bring great benefits for organizations to thrive in the digital world. IDC's April 2024 *SaaSPath Survey* data found that 52% of global organizations are prioritizing e-invoicing approaches in 2024.

In addition, the same survey data found some of the top 10 attributes global organizations needed from their technology providers include:

- Ease of integration
- User experience
- Trusted brand
- Superior features and functionality
- Data management capabilities

In addition, in IDC's June 2024 *CX Path Survey*, 16.84% of organizations selected robust content management capabilities as a driver to adopt new or switch to their digital experience/communication solutions.

BUSINESS VALUE HIGHLIGHTS

351% three-year ROI

13 months to payback

\$9.29 million
average annual benefits
per organization

35% faster to complete
document migrations

25% faster to make
vendor payments

37% accounts payable
team efficiencies

\$5.36 million
invoicing and accounts
payable savings per
organization per year

16% compliance team
efficiencies

191 hours of higher
productivity per 100 users
per year

All of these are critical to the business value that an organization can achieve in the digital world with enterprise content management (ECM) solutions that are paired with the right ecosystem partners to bring out additional value that ultimately enhances the right value proposition.

Through a series of in-depth interviews, IDC conducted research that explored the value and benefits for organizations integrating and using SAP Enterprise Content Management solutions by OpenText, including SAP Extended Enterprise Content Management by OpenText, SAP Invoice Management by OpenText, and SAP Archiving and Document Access by OpenText (collectively SAP ECM solutions by OpenText). This study looked at organizations using these products to manage and run their content and invoicing activities. IDC interviewed SAP customers and found that they have established more comprehensive and accessible content and invoicing platforms, which enable efficiencies and higher quality as teams readily identify and obtain the information they need.

Based on interviews with current SAP customers, IDC calculates that they will realize benefits worth an annual average of \$9.29 million per organization (\$54,600 per 1 million documents in their SAP ECM solutions by OpenText environments) by:

- **Enabling fast, efficient, and high-quality document migrations**, which enables the use of new applications and services and saves significant amounts of staff time
- **Streamlining and ensuring the quality of invoicing and finance-related operations**, including through AI-powered functionality, thereby freeing up team time to focus on more strategic efforts and reducing costs related to the timeliness, quality, and volume of finance activities
- **Supporting effective regulatory compliance** by making it easier to track and obtain the necessary documentation and information
- **Driving operational efficiencies** by providing line-of-business end users with greater visibility and access into the documentation and information they need to do their jobs

[Read the full white paper](#)