

OpenText Document Presentment for SAP Solutions

Turn static customer communications into engaging experiences that spark conversation



Benefits

- 20% lower document creation costs—Simplify processes and save
- Empower business users with design tools
- Automate document flows, reduce errors
- SAP Pinnacle award winner—Trust the company recognized by SAP

Customer success hinges on delivering personalized communications at the right time

Invoices from finance, promotions from marketing, shipping updates, power outage notifications, customer service communication—all coming from different systems. The result? A disjointed customer experience, inconsistent brand voice, costly errors, and frustrated customers who disengage.

With OpenText™ Document Presentment for SAP® Solutions, you bring it all together—transforming messages that spark conversations, deliver mission-critical information, and engage customers to strengthen your brand, all from an SAP-integrated solution.

Communications are everywhere

Service orders

Customer-facing service confirmations via email or other delivery channel

Checks labels

Distribute pay slips, HR documents, and asset labels efficiently

Monthly statement

Include usage insights to make statements more relevant and helpful

Work order EAM

Generate and share field service orders directly from SAP

High usage alerts

Notify customers when approaching usage thresholds via preferred channels

Call center correspondence

Send personalized communications with relevant service details

Welcome kits

Welcome customers with helpful information at service onboarding

Quotes contracts

Create and share quotes, contracts, and agreements seamlessly

Customer stories

- See how [L’Oreal](#) maximizes the impact of client communications with OpenText.
- Discover how a [Washington State utility](#) uplifts experience for 1.5 million customers.

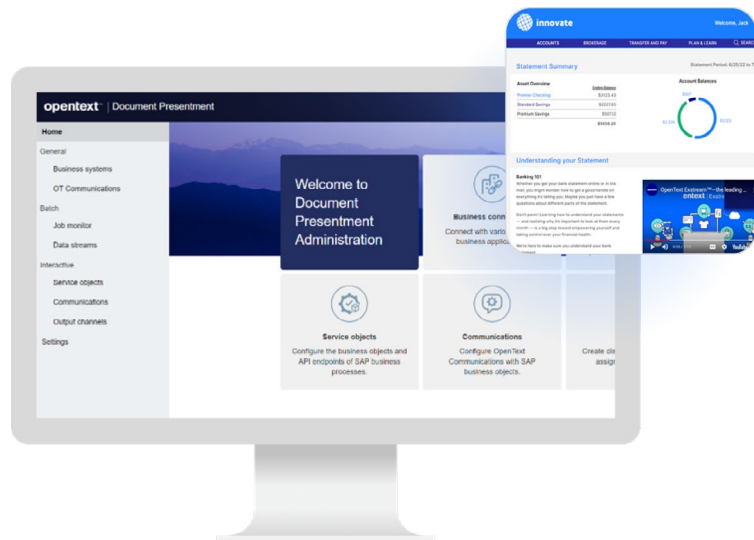
Features

- Seamlessly author and deliver communications directly within SAP
- Hyper personalize content creations for upsell use cases
- Create on-brand, compliant communications for billing, statements, welcome kits, notifications and marketing campaigns
- Scale effortlessly across channels: print, email, mobile, and beyond
- Support multiple languages within a single environment and template
- Connect to approved LLMs, map prompts to content placeholders, and inject AI responses at runtime with governed GenAI via SAP Business Technology Platform (BTP)

Free business users from technical dependency

Whether you’re generating invoices, statement summaries, contracts, shipping documents, or proactive notifications, OpenText Document Presentment for SAP Solutions puts the power to create and customize communications into the hands of business users, no technical expertise needed.

Generate ultra-personalized, editable documents in real time, with no coding required, directly within your SAP UI and processes. With intuitive tools for layout, content and versioning, teams can react faster to business needs while staying fully aligned with corporate design and SAP business rules. Think consistent, targeted, and compliant communications across all channels. It even supports multiple languages from a single template, simplifying global reach.



Design, author, and manage with ease

From layout design to content authoring and document versioning, the solution simplifies every step of customer communications management (CCM). The built-in Designer makes creating pixel-perfect templates easy, while Content Author empowers business teams to manage and version communication content without breaking a sweat. Want to fine-tune a message or update an offer? Use the Interactive Editor and Console to quickly adapt messaging.

Governed generative AI

OpenText Document Presentment for SAP Solutions offers a governed generative AI capability by connecting to SAP BTP AI Hub. Administrators can configure AI connections and prompts in Document Presentment Administration and map them to placeholders in Communications. During document composition, OpenText Document Presentment for SAP Solutions retrieves a prompt response from your approved LLM and binds it into the document before generation, keeping SAP and corporate rules in control.

Automate with confidence and stay in control

The Orchestrator automates document workflows, ensuring timely, accurate delivery across channels—print, email, SMS, and more. It’s all cloud-native, built for scale and performance, and ready to integrate with OpenText™ Experience Cloud for even more personalization firepower.

OpenText Document Presentment for SAP Solutions deployment options:

- **Accelerate cloud strategies with OpenText cloud experts**
OpenText Managed Private Cloud
- **Extend your team**
On-premises software, managed by your organization or OpenText
- **Run anywhere and scale globally in the hyperscaler cloud of your choice**
Hyperscaler cloud partners (OpenText Private Cloud, AWS private or public cloud, GCP private or public cloud, Azure private or public cloud)

Resources

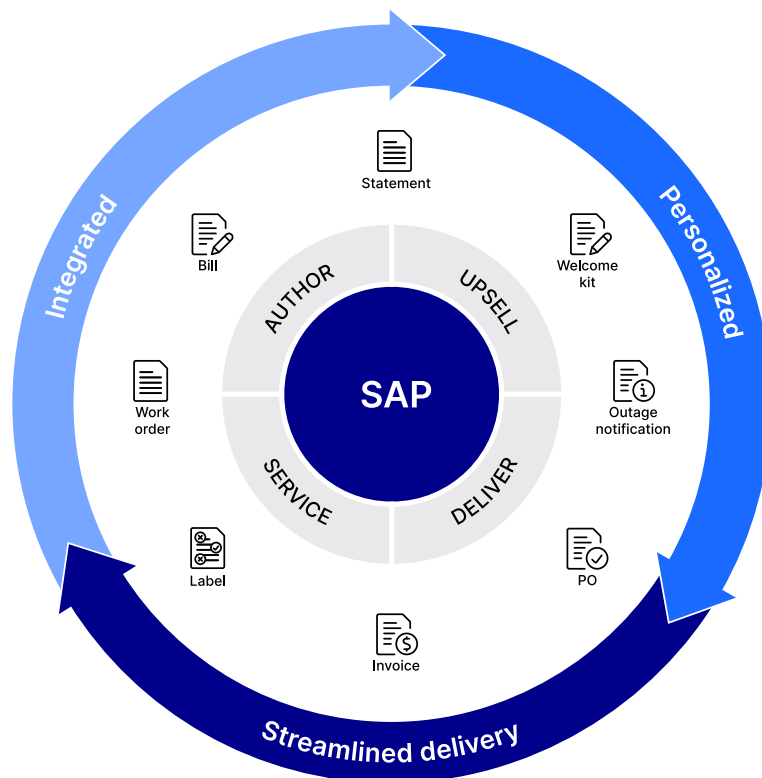
[Learn more about OpenText Document Presentment for SAP Solutions ›](#)

[Take a tour of a modern CCM ›](#)

[Contact us ›](#)

SAP-optimized

Purpose-built for SAP landscapes and certified by SAP, the solution supports both SAP ECC and SAP S/4HANA®. It's extensible via APIs and integrates seamlessly with your SAP stack and other OpenText solutions.



Transform static communication into engaging conversations

Transform static communications into a powerful engagement engine that sparks conversations. With cloud-native scalability, automation, intuitive design tools, and GenAI, you can personalize communications at scale, improve accuracy, and respond faster to customer needs—without overloading IT.