



CUSTOMER SPOTLIGHT

How ALTEN drew the blueprint for flawless audits and faster teams

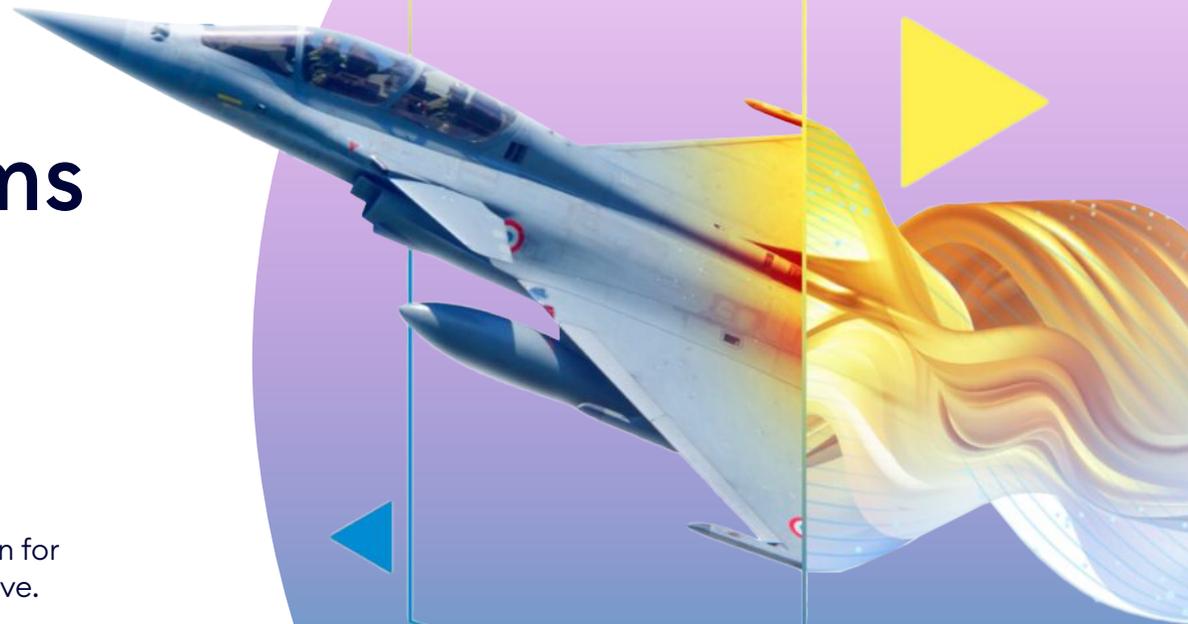
ALTEN wanted to make life easier for its teams and raise the bar for compliance. Enter Doxis, the platform that turned scattered documents into one unified, user-friendly system.

Precision engineering meets unified systems

ALTEN is a global powerhouse in engineering and IT, driving innovation for customers in aerospace, life sciences, banking, telecom and automotive. With 57,000 people across 30 countries, the company supports clients through every stage of transformation, from design to delivery.

To keep its customer projects running smoothly, ALTEN's front-office teams work in Salesforce and SAP – the systems behind every proposal, contract and delivery. But as the company expanded, so did its document landscape.

“Documents were stored in many different places – Microsoft Teams, SharePoint and even personal drives. Finding the right version took time, and customer validations had to be done manually, one by one by email,” said Emmanuelle Neumann, Sales Administration Manager at ALTEN.



ALTEN AT A GLANCE

- Founded: 1988, France
- 30+ countries
- 57,000+ employees
- Business units: Aerospace, life sciences, energy, telecom, banking, insurance, automotive



“It’s easy to move between customers, opportunities and projects. Managers are now fully autonomous – they don’t need to chase admins to get documents.”

– Emmanuelle Neumann,
Sales Administration Manager at ALTEN



A connected vision takes shape

But what if every document, from the first customer proposal in Salesforce to the final invoice in SAP, could live in one connected system? For a company built on precision and partnership, the goal was to raise the bar for how information supports business.

That’s exactly why ALTEN chose Doxis. It was the one platform that could connect customer, project, and finance processes across Salesforce, SAP and beyond, while streamlining work for every user.

Everything in one place. Everyone on the same page

“We interfaced all applications into one single application: Doxis. From a technical point of view, every document is now stored in Doxis. But from a user perspective, files show up right where people already work – Salesforce, SAP, Unit4, even in customer-facing Doxis rooms,” said Anne Maitre, Solutions and Transformation Manager at ALTEN.

How Doxis makes processes faster and daily work easier:

- **Salesforce:** When an opportunity is created, Doxis opens a matching folder right inside the app.
- **SAP:** Once validated, projects and customer folders are generated automatically, with invoices, credit notes and timesheets flowing in.
- **Across operations:** Every team can reach Doxis directly from their everyday tools, keeping projects moving and documents in sync. Also, validation is handled with just a single click.

“Now we just change the status to ‘ready to send.’ The customer gets an email with a link to their Doxis room. They open the document, approve or reject and the status updates instantly. It’s so much easier,” said Emmanuelle.

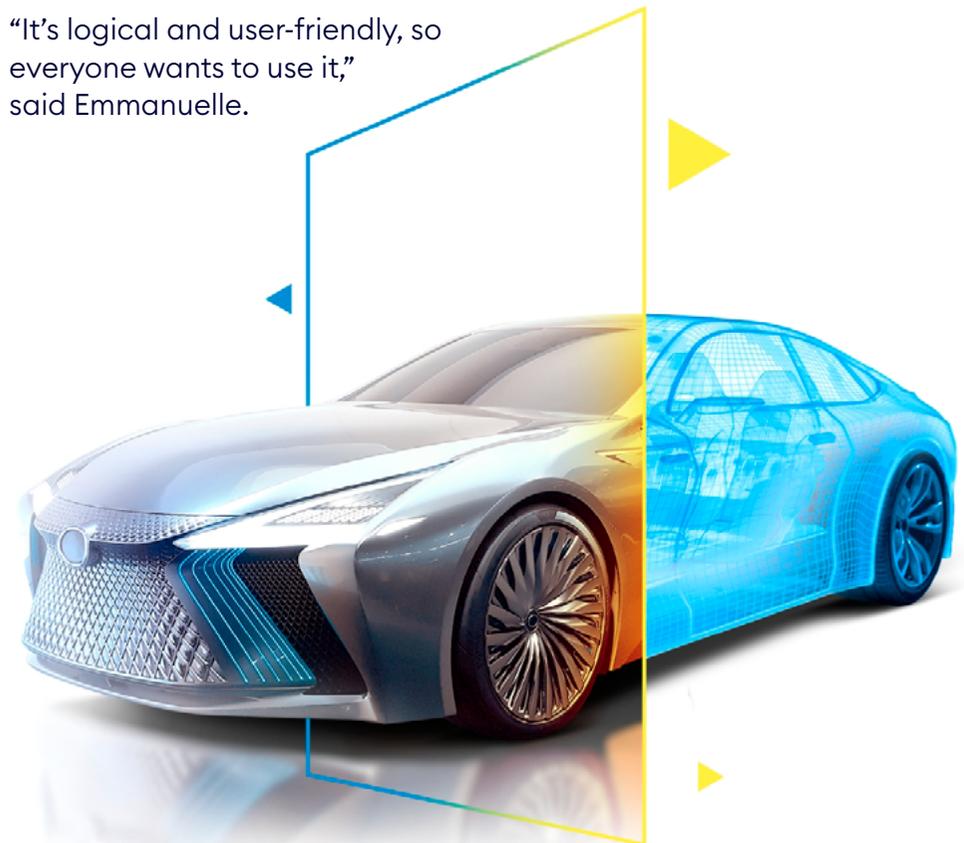
Built for scale, adopted with ease

Rolling out a single platform across 90 entities in 25 countries wasn’t a small project – but ALTEN handled it with precision and persistence.

“We used smart bridges, middleware and even URLs to make all the different applications talk to Doxis. On the people side, we leaned hard on change management. Training, refresher training, more training. You have to keep showing up if you want adoption to stick,” said Anne.

The payoff came quickly. “Training takes just half an hour per person. People understand Doxis really quickly,” Anne added.

“It’s logical and user-friendly, so everyone wants to use it,” said Emmanuelle.



The results: Pride and progress

Today, audits are smooth. Sales see their full deal histories in Salesforce. Admins process purchase orders in SAP without breaking stride. Project managers are fully autonomous.

“I’m proud because we built a tool I would have loved to use as a sales admin. It saves time every day,” commented Emmanuelle.

Emmanuelle wrapped it up: “We created the foundation for the next steps. Now we can move into automation and AI. The real value will come when documents are used not one by one, but as a collective knowledge base.”



What ALTEN achieved with Doxis

Centralized document access through Doxis

→ Less time spent searching, more time delivering.

Embedded directly into Salesforce, SAP, and Unit4

→ Teams access the documents they need without switching tools.

Simplified audits and validation workflows

→ Faster turnaround, fewer manual steps, better compliance.

Rolled out across 90 entities in 25 countries

→ A scalable solution with consistent processes across borders.

Built the foundation for automation and AI

→ Ready to accelerate operations with next-generation tech.

One platform, all your documents, none of the chaos.

See Doxis in action



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Emmanuelle Neumann,
Sales Administration Manager, ALTEN

