

Simplifying permissions and metadata for greater efficiency

Client overview | Alliander – Developer and operator of energy networks

The Alliander logo consists of the word "allliander" in a white, lowercase, sans-serif font. The letters "all" are positioned above the letters "liander". The logo is set against a green rectangular background with a thin orange horizontal bar at the bottom.

Alliander is a group of companies responsible for distributing energy to almost **6 million consumers and businesses** across the Netherlands. Headquartered in Arnhem, Alliander employs around **7,000 staff** and manages **90,000 km of electricity cables** and **42,000 km of gas pipes**.

Since 2009, Alliander has relied on **OpenText™ Content Management** as a core business platform, supporting documentation across Procurement, HR, and large-scale business projects.

>> Rethinking Access Control

In the early days, Alliander followed an “open access” model: everyone could access most documentation unless there was a reason not to.

*“We used to use an open model for our access permissions.
Over time though, we realized this was not the best approach.”*

Robin Bakker, Manager Content Services — Alliander

With the platform managed by only a small team, they couldn't afford to sink time into constant manual updates or daily permissions administration. They needed a solution that would:



Safely update their existing structures



Empower departments to manage their own access rights

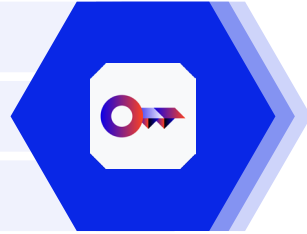


Maintain a clear, consistent security framework

Moving to a controlled model with Permissions Manager

Alliander turned to Fastman to support this transformation. With **Permissions Manager**, they gained:

- ✓ A clear overview of existing permissions
- ✓ Fast and accurate bulk updates to align with a new closed model
- ✓ Dashboards to quickly spot and fix anomalies



"Permissions Manager helped us put the responsibility back into the business and not within IT."

Robin Bakker, Manager Content Services — Alliander

Today, departmental document managers use Permissions Manager templates to safely manage their own access rights within a structured, corporate-approved framework.

Standardizing metadata with Bulk Data Manager

As adoption grew, Alliander also faced challenges with bulk content imports and metadata updates. Departments were bringing in documentation from old network shares, much of it tied to physical assets.

Initially, Robin's team created custom scripts to update metadata — but requirements kept evolving, and days of development time were being consumed.

Instead, Alliander extended their use of **Bulk Data Manager**:

- ✓ Supporting controlled bulk imports of large document sets
- ✓ Updating and standardizing categories and attributes
- ✓ Evolving from an import tool into a [primary solution for bulk file management](#)



"What started as a bulk import tool is now our primary tool for bulk management of files across our system."

Robin Bakker, Manager Content Services — Alliander

Fastman collaborated closely with Alliander, enhancing Bulk Data Manager to meet their specific needs and incorporating these improvements into the core product — benefitting the entire customer community.

A partnership of equals

Over the years, Fastman has become a trusted partner, helping Alliander tune their Content Management environment and adapt it to evolving business requirements.

As both organizations continue to evolve, Fastman remains committed to supporting Alliander's journey toward secure, efficient, and scalable content management.

"We have always found our partnership with Fastman very rewarding. The team is open to sharing ideas and always looking for win-win approaches. It feels like a partnership of equals rather than a supplier and customer."

Robin Bakker, Manager Content Services — Alliander