

Givaudan

Human by nature

**Answer Modules
@Givaudan**


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A large, stylized orange graphic on the left side of the slide, resembling a flower or a hand with five rounded petals or fingers.

Agenda

- Our story, by Givaudan / Who we are
 - Givaudan ECM landscape
 - How large is our OpenText Environment?
 - Have I been sober?
 - 4 Years with Module Suites
 - Examples of developments
 - Focus on “Regulated Documents dashboards”
 - Deep dive on “Regulated Documents dashboards”
 - Q&A
- 
- A large, stylized orange graphic on the right side of the slide, identical to the one on the left, resembling a flower or a hand with five rounded petals or fingers.

Our story, by Givaudan

Who we are

Who we are

We are Human by nature

Our brand video celebrates our belief in the beauty of the human experience and our connection to nature.



Click [here](#) to watch

Givaudan

Who we are

Our global presence

Connected
with a truly global reach

Connecting
with customers to create happier,
healthier lives

> 162

locations
globally

78

production
sites globally

62

creation and
research centres

> 16,900

full time
employees

> 100

languages
spoken

> 40%

employees engaged on
future-oriented initiatives
(research, innovation etc)

Our business activities – Taste & Wellbeing

Developing game-changing innovations

An expanded portfolio, a market leading position, and solutions across all consumer needs.

Savoury

- Ready meals
- Snacks
- Soups and sauces
- Meat and poultry

Beverages

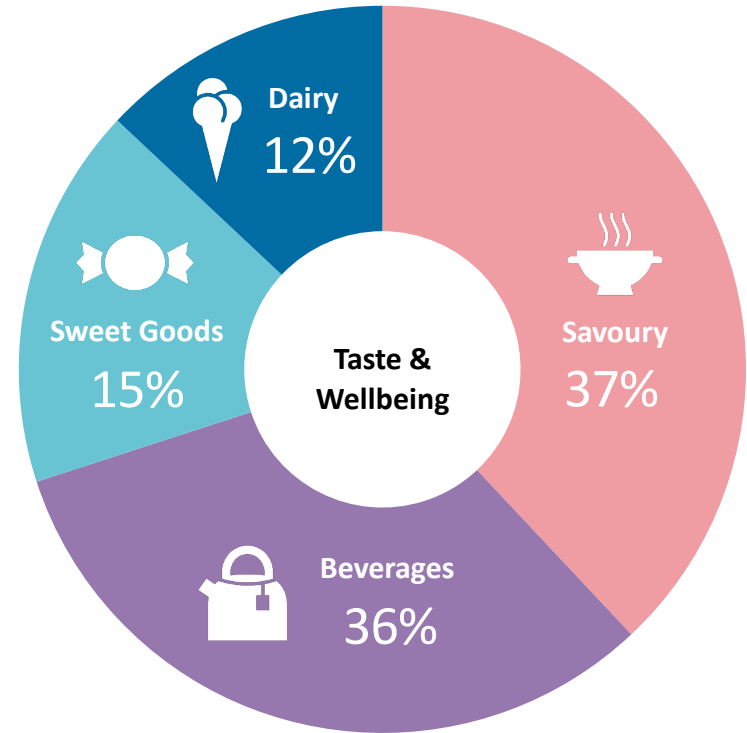
- Soft drinks
- Fruit juices
- Instant beverages

Sweet Goods

- Confectionery
- Baked goods
- Sugar confectionery
- Chocolate
- Chewing gum

Dairy

- Ice cream and yoghurt
- Desserts
- Yellow fats (margarines)



Our business activities – Fragrance & Beauty

Transforming how beauty is made

A creative powerhouse,
we're the global leader
in Fragrance & Beauty.

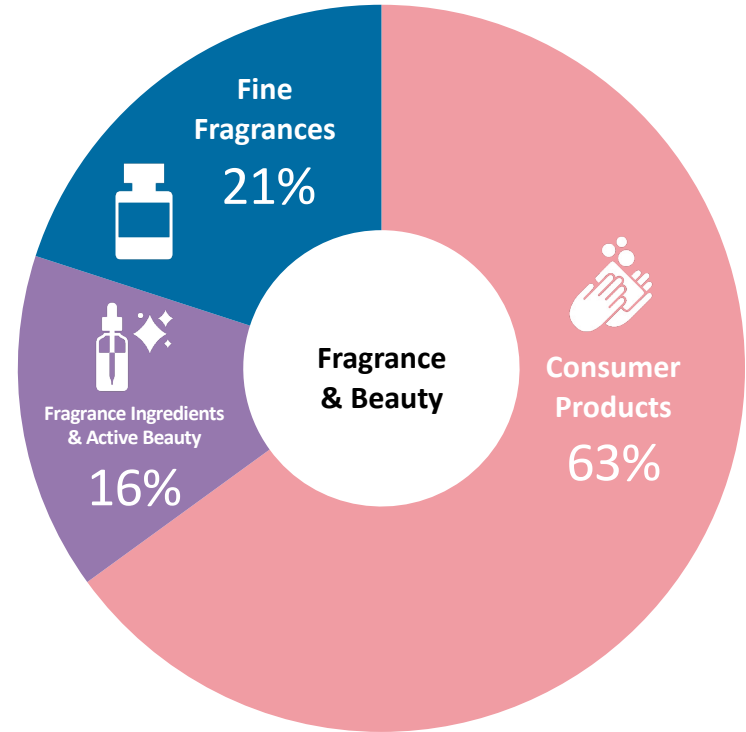
Consumer products

- Fabric care
- Personal care
- Home care
- Oral care

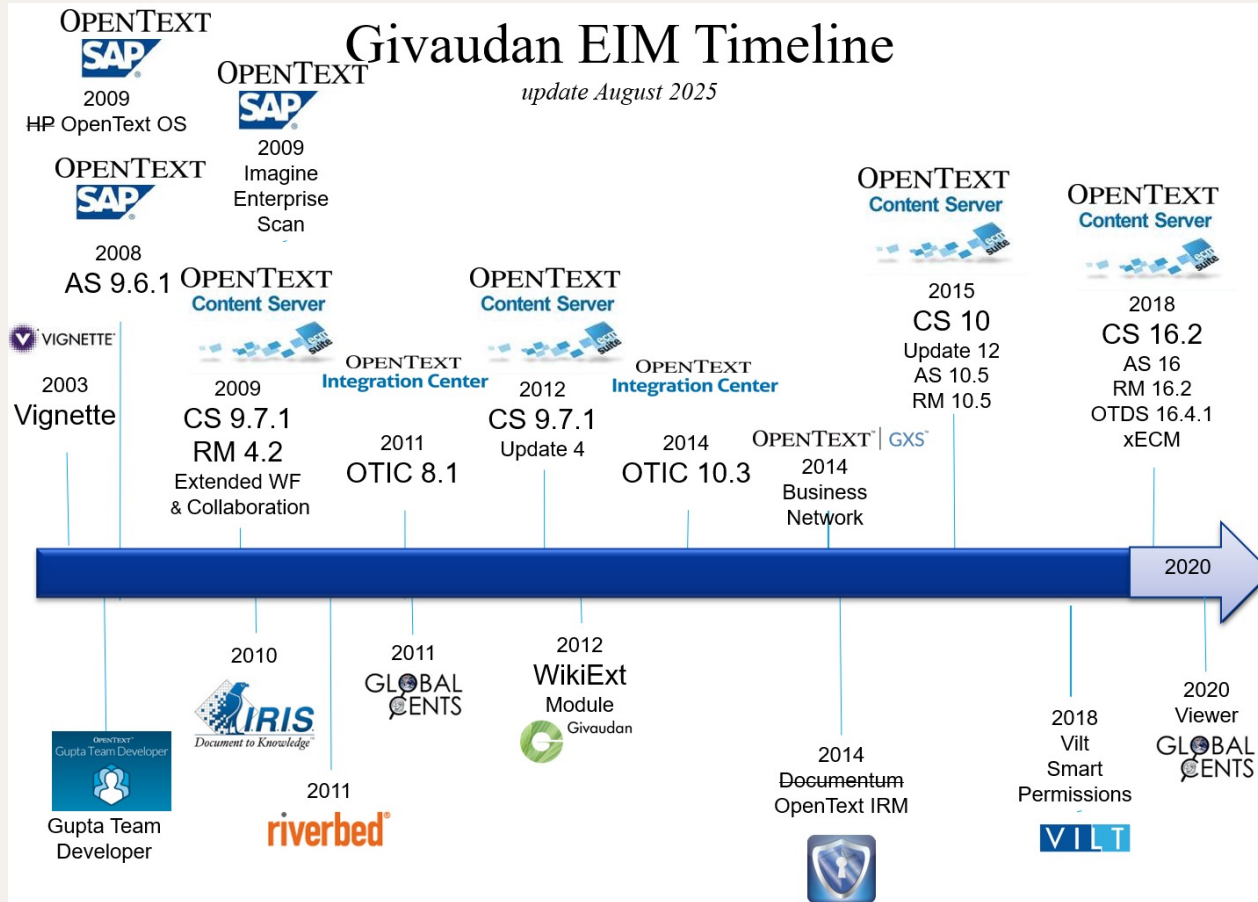
Fragrance Ingredients & Active Beauty

Fine Fragrances

- Signature fragrances
- Line extensions



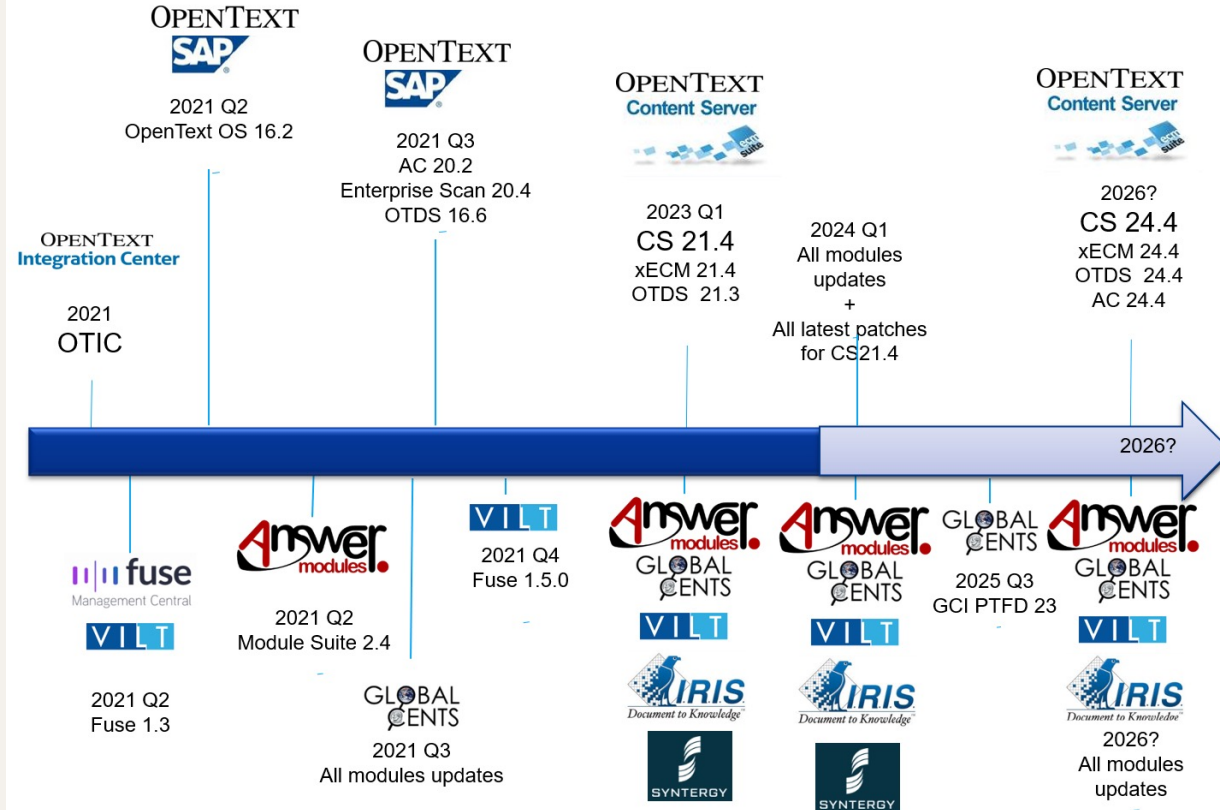
Givaudan ECM landscape



Givaudan ECM landscape

Givaudan EIM Timeline

update August 2025



Have I been sober?

- My name is Jean-Philippe, and I have not been involved in any Webreports development for the past four years.
- We try to maximize our investments with Answer Modules
 - Large Applications
 - xECM for Everything
 - REST API enhancements
 - Forms
 - Dashboards
 - UX improvements
 - AI
 - Reporting
 - ...



4 years with Module Suite

Robust, modern and future-proof development framework

- Simplifying the maintenance by reducing debugging and change effort
- Refactoring is now possible
- Removing some of the performance issues (no multithreading possible with scheduled WebReports, Scheduled WebReports concur with any other jobs for OTCS worker agents and threads and can directly affect the overall system performance)
- More appealing than Webreports
- Open to innovation (AI / LLM)

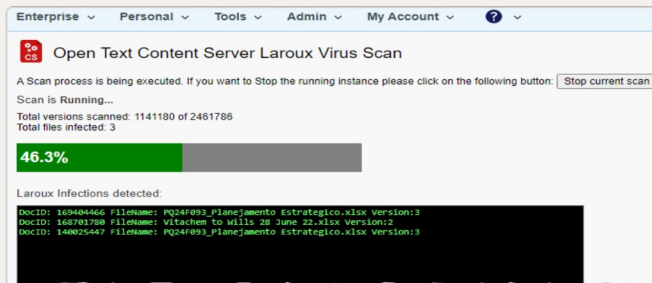
Cost optimization

- Cost and effort of custom developments
- Upgrades

Examples of developments

Laroux virus scan

Scan all Excel files stored in OpenText Content Server to look for a virus from 1996 that infected Givaudan in 2022!



Brightcove integration



When adding a video file, on event we upload the file to Brightcove in the cloud and we store streaming related information as meta data on the document attributes.

BW Notifications

Send a notification by email to direct members of a Business Workspace when a new document is added.

RegDocs Workflows Deletion

Bulk delete workflows instances what were on hold for too many months.

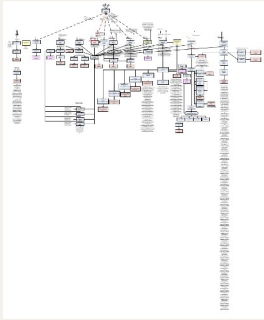
Bulk update scripts

Support end users when they re-organize their folders structures.

Examples of developments

Customer Set of Documents

Refactoring of our biggest Webreports application (xECM).

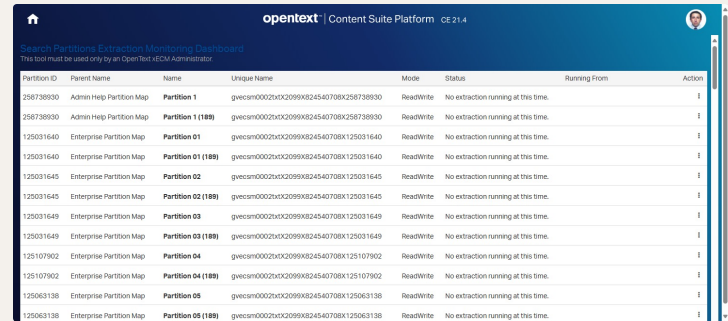


Migration and refactoring

Scripts to support the end users to reorganize and manage their content

Extract and reindex Search Partitions

Reindex retired search partitions content.



Partition ID	Parent Name	Name	Unique Name	Mode	Status	Running From	Action
258738930	Admin Help Partition Map	Partition 1	gvecsm0002bxc20999824540708X258738930	ReadWrite	No extraction running at this time.		
258738930	Admin Help Partition Map	Partition 1 (189)	gvecsm0002bxc20999824540708X258738930	ReadWrite	No extraction running at this time.		
125031640	Enterprise Partition Map	Partition 01	gvecsm0002bxc20999824540708X125031640	ReadWrite	No extraction running at this time.		
125031640	Enterprise Partition Map	Partition 01 (189)	gvecsm0002bxc20999824540708X125031640	ReadWrite	No extraction running at this time.		
125031645	Enterprise Partition Map	Partition 02	gvecsm0002bxc20999824540708X125031645	ReadWrite	No extraction running at this time.		
125031645	Enterprise Partition Map	Partition 02 (189)	gvecsm0002bxc20999824540708X125031645	ReadWrite	No extraction running at this time.		
125031649	Enterprise Partition Map	Partition 03	gvecsm0002bxc20999824540708X125031649	ReadWrite	No extraction running at this time.		
125031649	Enterprise Partition Map	Partition 03 (189)	gvecsm0002bxc20999824540708X125031649	ReadWrite	No extraction running at this time.		
125107902	Enterprise Partition Map	Partition 04	gvecsm0002bxc20999824540708X125107902	ReadWrite	No extraction running at this time.		
125107902	Enterprise Partition Map	Partition 04 (189)	gvecsm0002bxc20999824540708X125107902	ReadWrite	No extraction running at this time.		
125063138	Enterprise Partition Map	Partition 05	gvecsm0002bxc20999824540708X125063138	ReadWrite	No extraction running at this time.		
125063138	Enterprise Partition Map	Partition 05 (189)	gvecsm0002bxc20999824540708X125063138	ReadWrite	No extraction running at this time.		

Bulk Rename Groups

Bulk renaming groups.

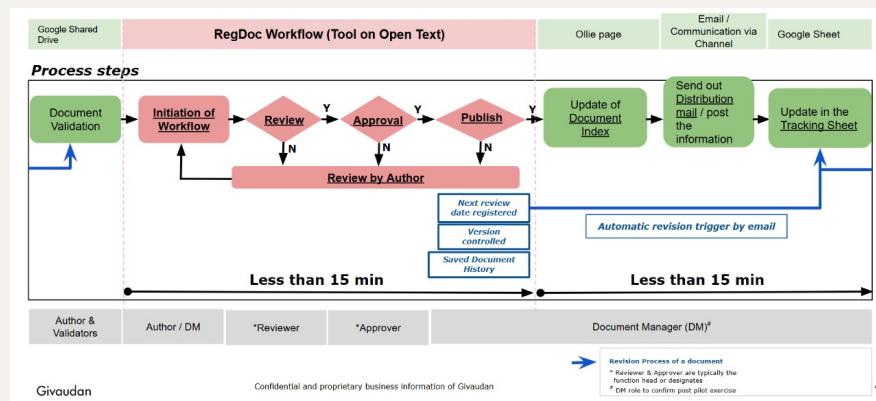
Regulated Documents dashboards

The situation:

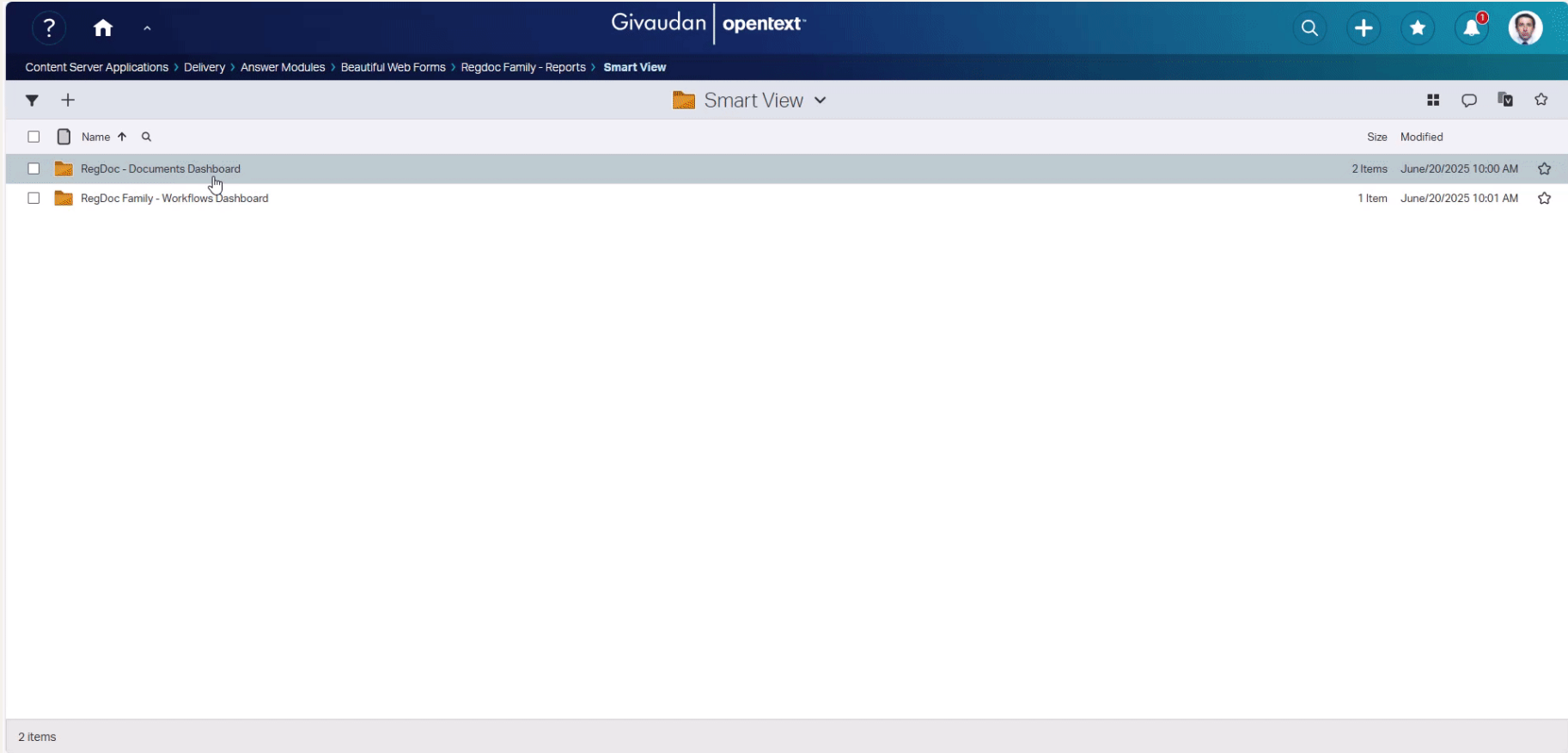
Regulated Documents Workflows have been implemented at Givaudan worldwide since 2012 to enhance and standardize document management within Regulatory and Quality departments. These workflows facilitate the organization of documents within OpenText Content Server.

The IT Support team regularly receives requests from **Quality Managers** for data extraction related to these workflows and their associated documents.

- We developed some Webreports to extract the data (no real time, performance issues, difficult to maintain, ...)
- The Quality Managers used various set of tools to update and share the data (Excel, Google Sheets, Awesome Tables, ...)



Regulated Documents dashboards



The screenshot shows a web application interface with a dark blue header. The header contains a search bar, a home icon, and the text "Givaudan | opentext". Below the header is a breadcrumb trail: "Content Server Applications > Delivery > Answer Modules > Beautiful Web Forms > Regdoc Family - Reports > Smart View". The main content area is titled "Smart View" and displays a list of two folders:

<input type="checkbox"/>	Name ↑	Size	Modified	
<input type="checkbox"/>	RegDoc - Documents Dashboard	2 Items	June/20/2025 10:00 AM	☆
<input type="checkbox"/>	RegDoc Family - Workflows Dashboard	1 Item	June/20/2025 10:01 AM	☆

The bottom of the interface shows a status bar with the text "2 items".

Regulated Documents dashboards

Technical design

- Beautiful Web Form
 - Widgets:
 - Datatable
 - Chartjs.org
- SmartPage
- Integration into SmartUI

Lessons learned

- Starting point: examples from the AM Website
- Datatable and Chartjs.org:
 - No time to learn everything
 - AI is my new colleague
- Answer Modules Support
- Brainstorm with colleagues
- Iterate with end users
- Use Memcache to pass information between Forms, threads, sessions, users, ...
- Once you're stuck, use javascript in a Custom Script

Regulated Documents dashboards – Deep dive



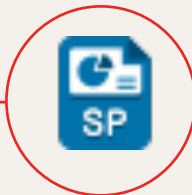
Datatable

The columns must be declared in the Datatable widget even if the columns declaration is made in the "dataTablesClosure" closure in the Onload script.



Datatable

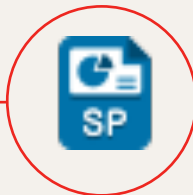
The Datatable widget must be associated with the "Custom Html" to enhance the layout using css and with the "Custom Script" to overwrite some functionalities using javascript.



SmartPage

The perspective calls a Smart Page that displays the form. The Smart Page has an expansion panel that displays chart.

Using panel inside the same form generates challenges with multi-threading between Datatable and chartjs.org.



SmartPage

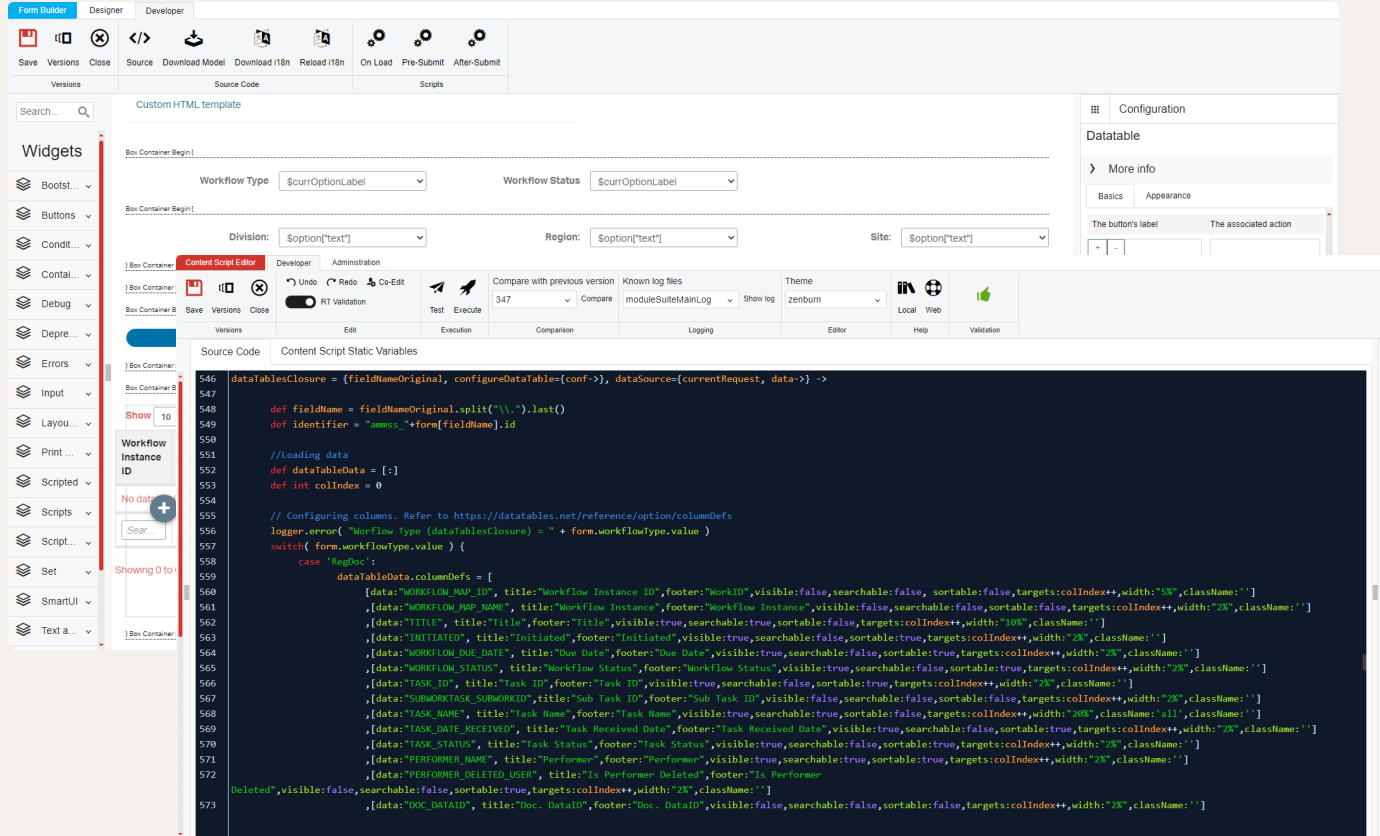
The communication between the Form and the Smart Pages that displays the chart is made using a notification channel. It passes the number of rows from the Datatable to the expansion panel.

Regulated Documents dashboards – Deep dive



Datatable

The columns must be declared in the Datatable widget even if the columns declaration is made in the “dataTablesClosure” closure in the Onload script.



The screenshot displays the Form Builder interface with a Datatable widget configured. The widget is titled "Custom HTML template" and includes fields for Workflow Type, Workflow Status, Division, Region, and Site. The Content Script Editor shows the following JavaScript code:

```

546 dataTablesClosure = {fieldNameOriginal, configureDataTable=(conf->), dataSource=(currentRequest, data->) ->
547
548   def fieldName = fieldNameOriginal.split("\\.").last()
549   def identifier = "amss-" + form[fieldName].id
550
551   //Loading data
552   def dataTableData = [:]
553   def int colIndex = 0
554
555   // Configuring columns. Refer to https://datatables.net/reference/option/columnDefs
556   logger.error("Workflow Type (dataTableClosure) = " + form.workflowType.value )
557   switch( form.workflowType.value ) {
558     case RegDef :
559       dataTableData.columnDefs = [
560         [data:"WORKFLOW_MAP_ID", title:"Workflow Instance ID", footer:"WorkID", visible:false, searchable:false, sortable:false, targets:colIndex++, width:"5%", className:""],
561         [data:"WORKFLOW_MAP_NAME", title:"Workflow Instance", footer:"Workflow Instance", visible:false, searchable:false, sortable:false, targets:colIndex++, width:"2%", className:""],
562         [data:"TITLE", title:"Title", footer:"Title", visible:true, searchable:true, sortable:false, targets:colIndex++, width:"10%", className:""],
563         [data:"INITIATED", title:"Initiated", footer:"Initiated", visible:true, searchable:false, sortable:true, targets:colIndex++, width:"2%", className:""],
564         [data:"WORKFLOW_DUE_DATE", title:"Due Date", footer:"Due Date", visible:true, searchable:false, sortable:true, targets:colIndex++, width:"2%", className:""],
565         [data:"WORKFLOW_STATUS", title:"Workflow Status", footer:"Workflow Status", visible:true, searchable:false, sortable:true, targets:colIndex++, width:"2%", className:""],
566         [data:"TASK_ID", title:"Task ID", footer:"Task ID", visible:true, searchable:false, sortable:true, targets:colIndex++, width:"2%", className:""],
567         [data:"SUBWORKTASK_SUBWORKID", title:"Sub Task ID", footer:"Sub Task ID", visible:false, searchable:false, sortable:true, targets:colIndex++, width:"2%", className:""],
568         [data:"TASK_NAME", title:"Task Name", footer:"Task Name", visible:true, searchable:true, sortable:false, targets:colIndex++, width:"20%", className:"all", className:""],
569         [data:"TASK_DATE_RECEIVED", title:"Task Received Date", footer:"Task Received Date", visible:true, searchable:false, sortable:true, targets:colIndex++, width:"2%", className:""],
570         [data:"TASK_STATUS", title:"Task Status", footer:"Task Status", visible:true, searchable:true, sortable:true, targets:colIndex++, width:"2%", className:""],
571         [data:"PERFORMER_NAME", title:"Performer", footer:"Performer", visible:true, searchable:true, sortable:true, targets:colIndex++, width:"2%", className:""],
572         [data:"PERFORMER_DELETED_USER", title:"Is Performer Deleted", footer:"Is Performer Deleted", visible:false, searchable:false, sortable:true, targets:colIndex++, width:"2%", className:""],
573         [data:"DOC_DATAID", title:"Doc. DataID", footer:"Doc. DataID", visible:false, searchable:false, sortable:false, targets:colIndex++, width:"2%", className:""]
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1000  }

```

Regulated Documents dashboards – Deep dive



Datatable

The Datatable widget must be associated with the “Custom Html” to enhance the layout using css and with the “Custom Script” to overwrite some functionalities using javascript.

```

Form Builder Designer Developer
18 /* Manage the overflow of the table to keep it into the container */
19 .z-log-table {
20     /*width: calc(98%);*/
21     overflow: auto;
22     /*height: calc(98%);*/
23 }
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54 // Code to pass information to the expanded view in SmartUI when the custom button btnOpenExpandPanel is clicked
55 $("#btnOpenExpandPanel").click(function(e) {
56     // Get the number of rows displayed in the DataTable
57     var textDataTableResult = document.getElementById('amss_1_1_2_1_results_info').textContent
58
59     // Use a regular expression to extract the number from the string (Example: "Showing 1 to 10 of 7,684 entries", we try to find 17684)
60     var match = textDataTableResult.match(/of ([\d,]+)/);
61     var totalNumberOfRows = 0
62
63     // Check if a match was found
64     if (match) {
65         // Get the matched number (the first capturing group)
66         var numberString = match[1];
67
68         // Remove commas from the number string
69         var cleanNumberString = numberString.replace(/,/g, '');
70
71         // Convert the cleaned string to a number
72         var totalNumberOfRows = parseInt(cleanNumberString, 10); // or parseFloat for decimal numbers
73
74         // Output the result
75         console.log(totalNumberOfRows);
76     } else {
77         console.log("No number found");
78     }
79
80
81
82 const amChannel = Radio.channel('ampagenotify');
83 const action = "am_expandTile";
84 const actionParams = totalNumberOfRows;
85 const notify = "smartPageRegDocDocumentsReport_action";
86 amChannel.trigger(notify, action, actionParams);

```

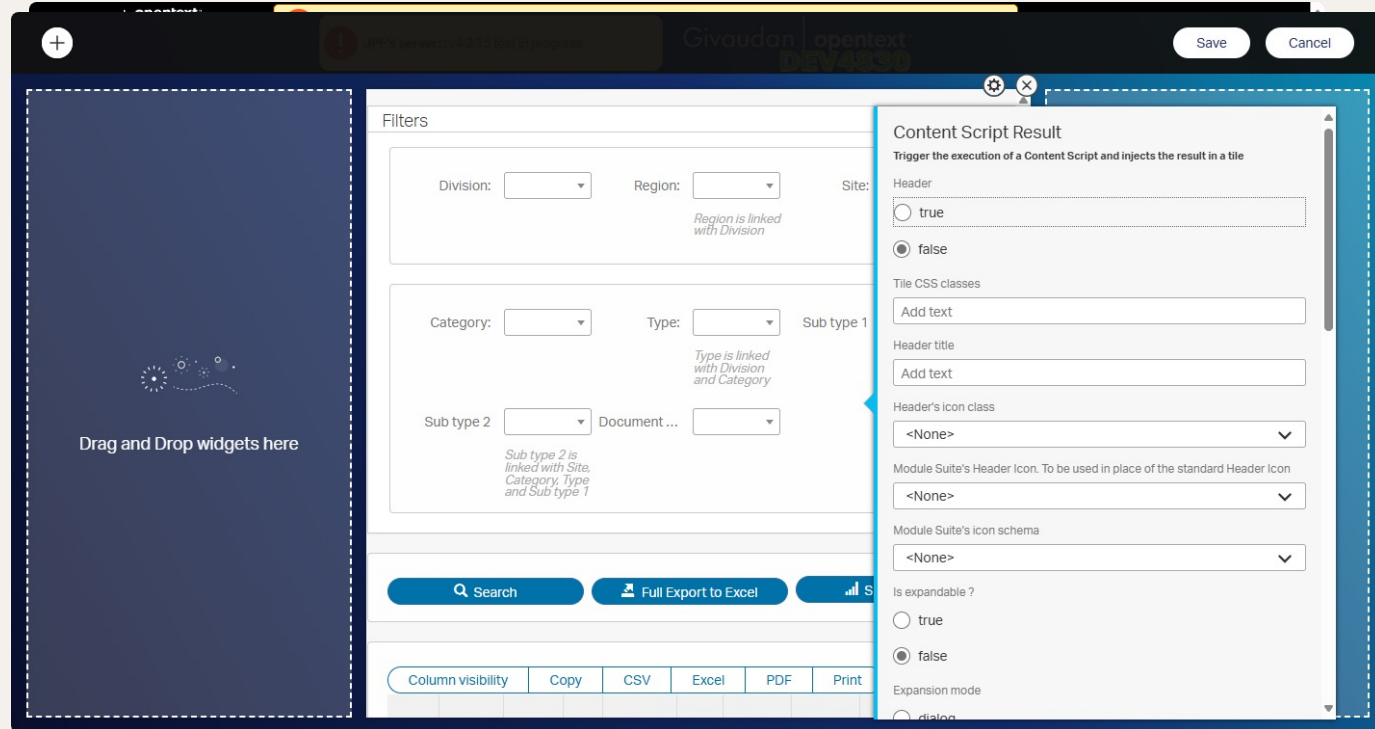
Regulated Documents dashboards – Deep dive



SmartPage

The perspective calls a Smart Page that displays the form. The Smart Page has an expansion panel that displays chart.

Using panel inside the same form generates challenges with multi-threading between Datatable and chartjs.org.



The screenshot shows a web application interface with a dark blue header and a white main content area. The header contains a plus sign icon, the text 'Givaudan | open text', and 'Save' and 'Cancel' buttons. The main content area is divided into several sections:

- Filters:** A section with dropdown menus for 'Division', 'Region', 'Site', 'Category', 'Type', 'Sub type 1', 'Sub type 2', and 'Document ...'. There are also text annotations: 'Region is linked with Division', 'Type is linked with Division and Category', and 'Sub type 2 is linked with Site, Category, Type and Sub type 1'.
- Content Script Result:** An expansion panel on the right side of the form. It has a title 'Content Script Result' and a subtitle 'Trigger the execution of a Content Script and injects the result in a tile'. It contains several form elements:
 - 'Header' with radio buttons for 'true' and 'false' (selected).
 - 'Tile CSS classes' with an 'Add text' input field.
 - 'Header title' with an 'Add text' input field.
 - 'Header's icon class' with a dropdown menu showing '<None>'.
 - 'Module Suite's Header Icon. To be used in place of the standard Header Icon' with a dropdown menu showing '<None>'.
 - 'Module Suite's icon schema' with a dropdown menu showing '<None>'.
 - 'Is expandable?' with radio buttons for 'true' and 'false' (selected).
 - 'Expansion mode' with radio buttons for 'dialog' and 'modal' (selected).
- Bottom Bar:** Contains buttons for 'Search', 'Full Export to Excel', and 'Print'. Below these are tabs for 'Column visibility', 'Copy', 'CSV', 'Excel', 'PDF', and 'Print'.

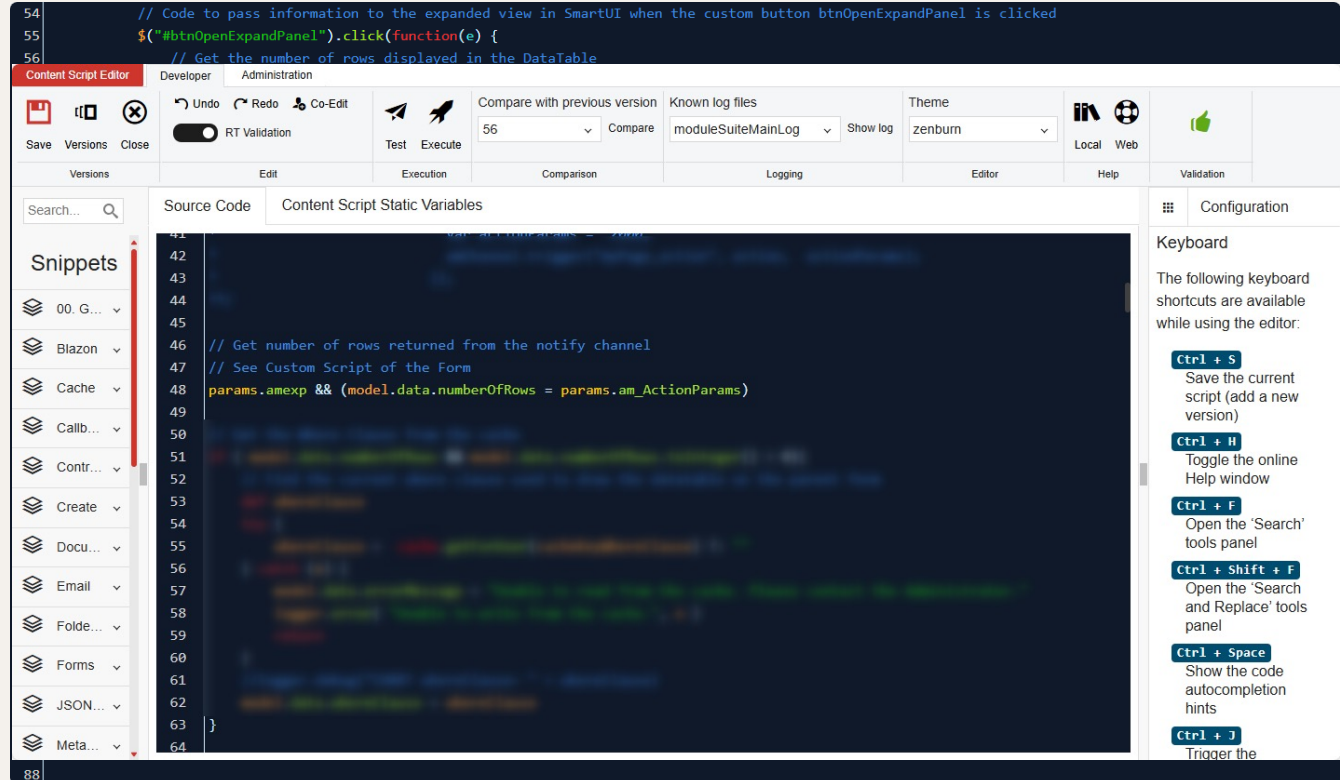
On the left side of the dashboard, there is a dark blue panel with a dashed white border and the text 'Drag and Drop widgets here'.

Regulated Documents dashboards – Deep dive



SmartPage

The communication between the Form and the Smart Pages that displays the chart is made using a notification channel. It passes the number of rows from the Datatable to the expansion panel.



The screenshot shows the 'Content Script Editor' interface. The main editor area contains the following code:

```

54 // Code to pass information to the expanded view in SmartUI when the custom button btnOpenExpandPanel is clicked
55 $("#btnOpenExpandPanel").click(function(e) {
56 // Get the number of rows displayed in the DataTable
57 // ...
58 // ...
59 // ...
60 // ...
61 // ...
62 // ...
63 // ...
64 }

```

The interface includes a toolbar with 'Save', 'Versions', 'Close', 'Undo', 'Redo', 'Co-Edit', 'Test', and 'Execute' buttons. A 'Configuration' panel on the right lists keyboard shortcuts:

- Ctrl + S**: Save the current script (add a new version)
- Ctrl + H**: Toggle the online Help window
- Ctrl + F**: Open the 'Search' tools panel
- Ctrl + Shift + F**: Open the 'Search and Replace' tools panel
- Ctrl + Space**: Show the code autocompletion hints
- Ctrl + J**: Trigger the ...

Regulated Documents dashboards – Deep dive



Chartjs.org

To hide the loading message once the charts are displayed we use a **MutationObserver** stored in the Custom Script of the Smart Page used for the expansion panel.



Performance

We use **memcaches** to store the where clause used by the datatable in order to reuse it for the charts on the expansion panel.



Performance

We also use **memcache** to store that the charts rendering is in progress to avoid extra load by calling multiple time the expansion panel.



Performance

Using `runReportFast()` or `runSQLFast()` solves Java heap issues and crash dump when multiple users runs an Excel export in parallel with more than 70'000 rows .

Export to csv is much faster than export to Excel.

Regulated Documents dashboards – Deep dive



Chartjs.org

To hide the loading message once the charts are displayed we use a **MutationObserver** stored in the Custom Script of the Smart Page used for the expansion panel.

```

9})(this, function($, Radio, _) {
10
11     var notify = Radio.channel("ampagenotify");
12
13     notify.on("page:ready", function (ampage, $page) {
14         //Code to be executed when the CSPage is ready
15     });
16
17     // Hide the loading messages once the charts have been displayed
18     var myBarChart = document.getElementById('am_chartJsBar');
19     const observer1 = new MutationObserver((mutationsList) => {
20         mutationsList.forEach((mutation) => {
21             if (mutation.type === "childList") {
22                 console.log('Bar Chart content loaded.')
23                 var loadingBarChart = document.getElementsByClassName('classLoadingMessageBarChart');
24                 if (loadingBarChart.length > 0) {
25                     loadingBarChart[0].style.display = 'none'; // Hide the loading div
26                 }
27             }
28         });
29     });
30
31     observer1.observe(myBarChart, { childList: true });
32
33     var myPieChart = document.getElementById('am_chartJsPie');
34     const observer2 = new MutationObserver((mutationsList) => {
35         mutationsList.forEach((mutation) => {
36             if (mutation.type === "childList") {
37                 console.log('Pie Chart content loaded.')
38                 var loadingPieChart = document.getElementsByClassName('classLoadingMessagePieChart');
39                 if (loadingPieChart.length > 0) {
40                     loadingPieChart[0].style.display = 'none'; // Hide the loading div
41                 }
42             }
43         });

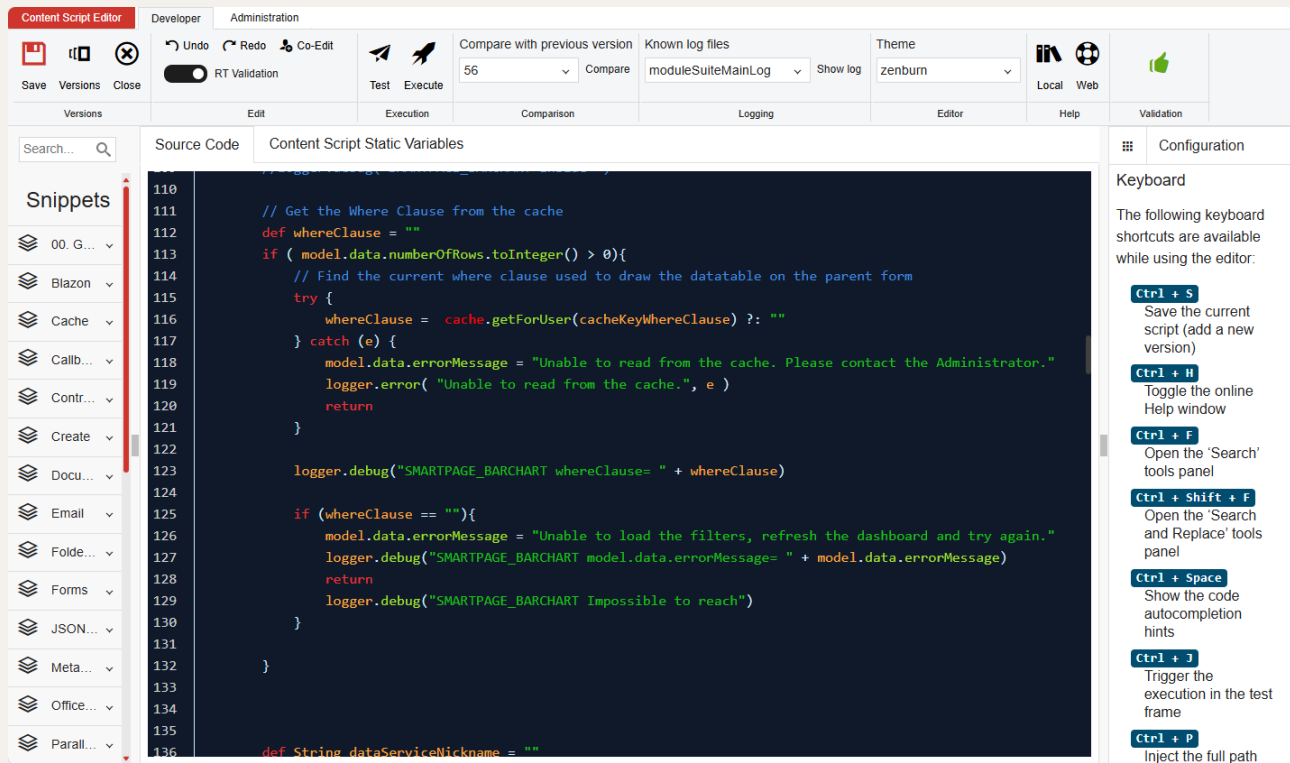
```

Regulated Documents dashboards – Deep dive



Performance

We use **memcaches** to store the where clause used by the datatable in order to reuse it for the charts on the expansion panel.



The screenshot shows the Content Script Editor interface with the following components:

- Toolbar:** Includes buttons for Save, Versions, Close, Undo, Redo, Co-Edit, Test, and Execute. It also features a 'Compare with previous version' dropdown set to '56' and a 'Compare' button.
- Source Code:** Displays JavaScript code for 'Content Script Static Variables'. The code defines a 'whereClause' function that checks a cache for a value. If it fails, it logs an error and returns an empty string.


```

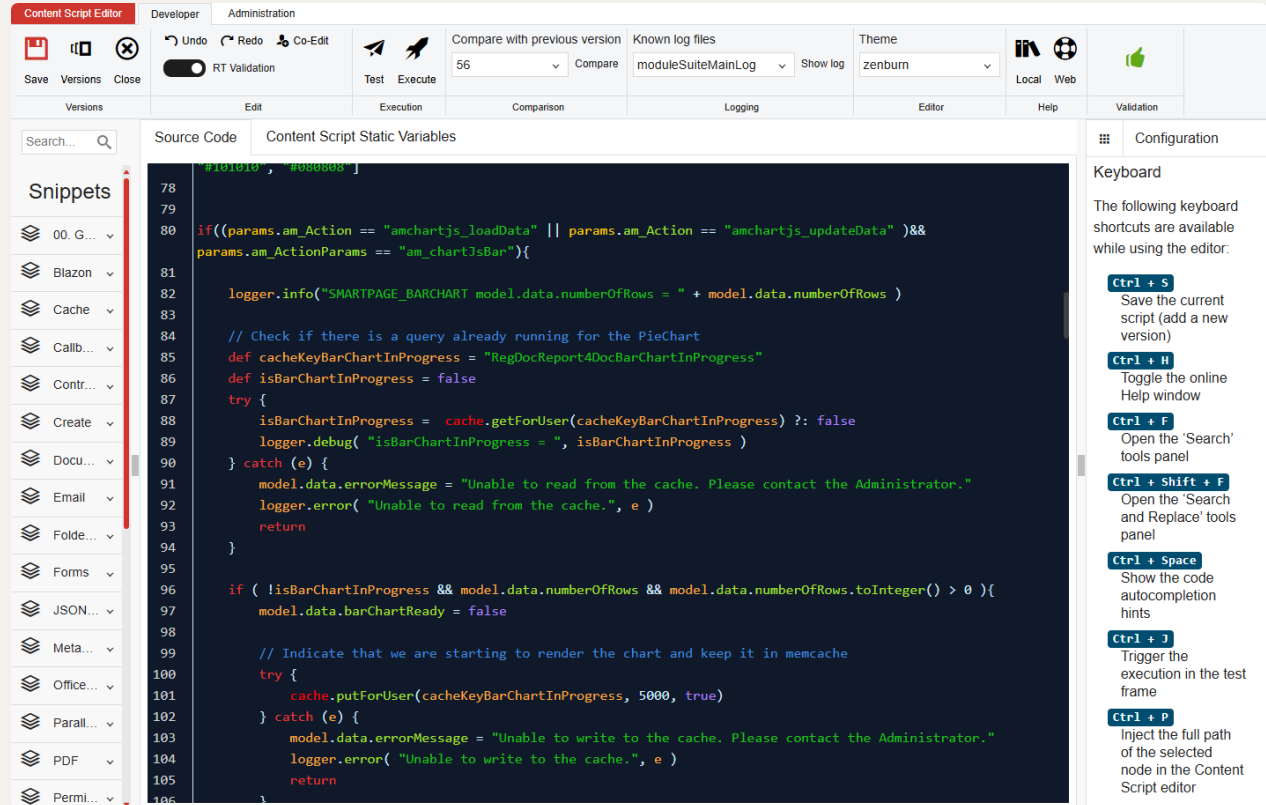
110
111 // Get the Where Clause from the cache
112 def whereClause = ""
113 if ( model.data.numberOfRows.toInteger() > 0){
114 // Find the current where clause used to draw the datatable on the parent form
115 try {
116 whereClause = cache.getForUser(cacheKeyWhereClause) ?: ""
117 } catch (e) {
118 model.data.errorMessage = "Unable to read from the cache. Please contact the Administrator."
119 logger.error( "Unable to read from the cache.", e )
120 return
121 }
122
123 logger.debug("SMARTPAGE_BARCHART whereClause= " + whereClause)
124
125 if (whereClause == ""){
126 model.data.errorMessage = "Unable to load the filters, refresh the dashboard and try again."
127 logger.debug("SMARTPAGE_BARCHART model.data.errorMessage= " + model.data.errorMessage)
128 return
129 logger.debug("SMARTPAGE_BARCHART Impossible to reach")
130 }
131
132 }
133
134
135
136 def String dataServiceNickname = ""
      
```
- Configuration Panel:** Titled 'Keyboard', it lists several shortcuts:
 - Ctrl + S:** Save the current script (add a new version)
 - Ctrl + H:** Toggle the online Help window
 - Ctrl + F:** Open the 'Search' tools panel
 - Ctrl + Shift + F:** Open the 'Search and Replace' tools panel
 - Ctrl + Space:** Show the code auto-completion hints
 - Ctrl + J:** Trigger the execution in the test frame
 - Ctrl + P:** Inject the full path

Regulated Documents dashboards – Deep dive



Performance

We also use **memcache** to store that the charts rendering is in progress to avoid extra load by calling multiple time the expansion panel.



The screenshot shows the Content Script Editor interface with the following components:

- Top Bar:** Content Script Editor, Developer, Administration, Save, Versions, Close, RT Validation, Undo, Redo, Co-Edit, Test, Execute, Compare with previous version (56), Known log files (moduleSuiteMainLog), Theme (zenburn), Local, Web, Validation.
- Left Panel:** Snippets list including 00. G..., Blazon, Cache, Callb..., Contr..., Create, Docu..., Email, Folde..., Forms, JSON..., Meta..., Office..., Parall..., PDF, Permi...
- Main Editor:** Source Code view showing JavaScript code for Content Script Static Variables. The code includes:


```

78  [ "#101010", "#000000" ]
79
80  if((params.am_Action == "amchartjs_loadData" || params.am_Action == "amchartjs_updateData" )&&
81  params.am_ActionParams == "am_chartJsBar"){
82
83      logger.info("SMARTPAGE_BARCHART model.data.numberOfWorks = " + model.data.numberOfWorks )
84
85      // Check if there is a query already running for the PieChart
86      def cacheKeyBarChartInProgress = "RegDocReport4DocBarChartInProgress"
87      def isBarChartInProgress = false
88      try {
89          isBarChartInProgress = cache.getUser(cacheKeyBarChartInProgress) ?: false
90          logger.debug( "isBarChartInProgress = ", isBarChartInProgress )
91      } catch (e) {
92          model.data.errorMessage = "Unable to read from the cache. Please contact the Administrator."
93          logger.error( "Unable to read from the cache.", e )
94          return
95      }
96
97      if ( !isBarChartInProgress && model.data.numberOfWorks && model.data.numberOfWorks.toInteger() > 0 ){
98          model.data.barChartReady = false
99
100         // Indicate that we are starting to render the chart and keep it in memcache
101         try {
102             cache.putForUser(cacheKeyBarChartInProgress, 5000, true)
103         } catch (e) {
104             model.data.errorMessage = "Unable to write to the cache. Please contact the Administrator."
105             logger.error( "Unable to write to the cache.", e )
106             return
107         }

```
- Right Panel:** Configuration and Keyboard shortcuts. The Keyboard section lists:
 - Ctrl + S:** Save the current script (add a new version)
 - Ctrl + H:** Toggle the online Help window
 - Ctrl + F:** Open the 'Search' tools panel
 - Ctrl + Shift + F:** Open the 'Search and Replace' tools panel
 - Ctrl + Space:** Show the code autocompletion hints
 - Ctrl + J:** Trigger the execution in the test frame
 - Ctrl + P:** Inject the full path of the selected node in the Content Script editor

Regulated Documents dashboards – Deep dive



Performance

Using `runReportFast()` or `runSQLFast()` solves Java heap issues and crash dump when multiple users runs an Excel export in parallel with more than 70'000 rows .

Export to csv is much faster than export to Excel.



What next?

Product Compliance GEN AI / LLM

We've started an ambitious POC to validate that AI / LLM can help our Regulatory departments.

Validate the AI / LLM Architecture at Givaudan.

- MCP
- Confidentiality
- Security
- Cost

 **answer**
CONSULTING



 **answer**
MODULES

Givaudan

Human by nature

Thank you

Feel free to ask any questions!



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