

OPENTEXT™

Information Matters

Your monthly source of OpenText news

What's In It for You?

One thing you don't want to mess around with is Compliance. Compliance is key to any enterprise: an organization cannot operate if it does not adhere to the laws, regulations, guidelines, and standards relevant to its business. And in this issue, we will explore what you need to know about it.

In addition, we'll learn more about the big event coming up in Las Vegas: our annual user conference, Enterprise World! Hear what our [attendees](#) had to say about Enterprise World 2014.



Finally, we also have the latest ECM analysis from Forrester Research®, and we've been recognized as having "the broadest ECM backbone for enterprise applications". Read the report and [download](#) your own copy!

And welcome to another great OpenText resource collection!

Build Your Knowledge, Build Your Strategy

Compliance

The number one reason driving Governance, Risk Management, and Compliance (GRC) for organizations is avoiding reputational risk, according to a recent white paper from AllIM® and OpenText, [Managing GRC with ECM and BPM](#). In fact, we found that reputational risk was twice as big a driver as avoiding fines and penalties...although that's an excellent reason as well.



The paper examines how content and process are at the heart of

OpenText TV

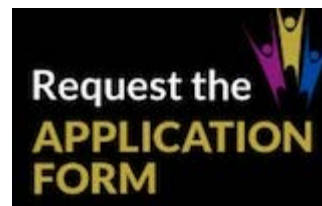
Turn on [OTTV](#) to tune into OpenText experts. Check out [Digital-First World Episode: Data Sovereignty in the Cloud](#) for info about compliance in the cloud.

Links to Keep at Your Fingertips

- [Enterprise World](#)
- [Ensure Compliance](#)
- [B2B 101](#)
- [Customer Stories](#)

Heroes Awards

Want to show off? Good for you! If you've implemented an OpenText solution and it's pretty much the bee's knees, we are now accepting submissions for our Heroes Awards 2015, which will be announced at Enterprise World. [Read more...](#)



Things that Make You Text WOW

The number of compliance teams spending more than 10

GRC, and other key takeaways include the following:

1. The most common GRC complaints:
 - a. Multiple, disparate systems to manage compliance documentation
 - b. Manual, inefficient GRC processes
 - c. Homegrown systems and tools
2. 40% surveyed say policy management is their biggest challenge with regulatory compliance, and only 9% are confident their policies are up-to-date.
3. 85% believe ECM would help them meet their compliance requirements.
4. The top 5 ECM functionalities deemed most important for GRC: RM, DM, Email Management, Audit Trails, and BPM/Workflow.

For those of you particularly interested in data privacy cloud compliance right now, another new paper, [Data Privacy in the Cloud – Guidance for the IT Professional](#), from 451 Research®, delves into today's five biggest issues:

1. The Microsoft Dublin Warrant controversy
2. International eDiscovery and eDisclosure
3. The US-EU Safe Harbor framework
4. The EU General Data Protection regulation
5. Expansion of data privacy laws around the world

Keeping You in the Know

You probably already know about our Compliance solutions when it comes to Information Governance and Records Management, but you may not know that we support more than 30 regulations across the globe. Look at our [Regulatory Compliance & EIM Matrix](#), a super convenient, at-a-glance table of key regulations and standards around the world and the associated EIM requirements. Download it to keep for quick reference!

Industry Compliance Solutions

Manufacturing: Dodd-Frank Conflict Minerals Law

Can you prove your organization didn't do something? You might have to if you've ever dealt with the [3TG minerals](#). New laws in the US (2014) and the EU (May 2015) require companies to prove they are not using conflict minerals across their global supply chains. One of the biggest challenges is ensuring they have the correct contact details for each and every supplier and then trying to assess each supplier in a timely and efficient manner. OpenText Active Community, a trading partner community management and collaboration platform, provides the ideal way to assess a supply chain. [Read more...](#)



hours a week nearly doubled from 2013 to 2014.*

* Thomson Reuters 2013 Cost of Compliance Survey



The Compliance Imperative

In a recent AIIM survey, 85% stated they believe Enterprise Content Management/Records Management systems provide key capabilities that would help them meet their compliance requirements. Get the highlights in this [infographic](#).



Upcoming Events

[Event Customer Day](#)

Helsinki – Aug. 27

[ILTACON](#)

Las Vegas – Aug. 30

[Dreamforce](#)

San Francisco – Sep. 15

[CIO Governance](#)

Stockholm - Sep. 16

[Oracle OpenWorld 2015](#)

San Francisco – Oct. 25-29

Public Sector: FOIA

The public wants what they want when they want it—is your response time that fast? In today’s digital world, requesters expect the quick turnaround that most consumer digital services offer. For those in the public sector, streamlining and automating your FOIA process is a great way for you to improve your response time and at the same time ensure that government regulatory requirements are met and a clear audit trail is maintained. [Read more...](#)



Financial Services: Rule 17a-4

Are you archiving your email? The SEC has a rule called 17a-4 that requires financial services firms to archive electronic messages such as email. There is a compliance advisory services company also called 17a-4 LLC (it’s easy to remember their name!) that recently certified OpenText Content Server to be SEC 17a-4 compliant at a major Capital Markets firm. This is a significant certification that you might want to know more about. [Read more...](#)



Retail Industry: PCI DSS

All organizations that accept, transmit, or store credit-card holder data must comply with Payment Card Industry Data Security Standards (PCI DSS). This standard was developed by credit card companies to achieve security standards for the protection of credit card cardholder data. Non-compliance can result in fines, restrictions, and loss of consumer confidence. [Read more...](#)



Life Sciences: 21-CFR-Part-11

Federal, state, and local governmental authorities in the US impose substantial compliance obligations on the pharmaceutical industry making it one of the most highly regulated sectors.

With most information being “born digital”, we need to know what we can trust. 21 CFR Part 11 (or “Part 11” as the cool kids call it) is an FDA regulation ensuring electronic records and signatures are trustworthy. OpenText Regulated Documents helps Life Sciences companies manage electronic records and signatures in compliance with Part 11. [Read more...](#)



Big Data Analytics

Big data and analytics—on premise or in the cloud—is huge news

[Enterprise World 2015](#)

Las Vegas – Nov. 8-13



New in the Knowledge Center (Password Required)

- White Paper: [Exceed VA TurboX High Availability Configuration Guide](#)
- Performance Assessment: [OpenText InfoFusion Integration Center 10.6 Document Upload/Download on Content Server 10.5](#)
- White Paper: [Content Server 10.5 Architecture Overview](#)
- Best Practices: [User Workstation Configuration for OpenText eDOCS DM 10.x](#)
- Best Practices: [Using Virtual Environments for OpenText eDOCS DM 10.x](#)
- Best Practices: [Using Citrix with OpenText eDOCS DM/RM](#)
- Best Practices: [Email Filing for OpenText eDOCS DM/RM](#) (This document is specific for Email Filing v.4.3.x.)
- Best Practices: [eDOCS DM System Hardware and Software](#)
- Application Note: [Configuring for Least Privilege: OpenText Content Server 10.0 and 10.5](#)

right now. After all, you need to know about all the information you have so you can base smart decisions on that information. OpenText Big Data Analytics (BDA) is an all-in-one analytics software appliance that is built for business analysts who need to access, blend, explore, and analyze all their data fast without depending on IT or data experts. [Read more and try the demos...](#)

File Sharing in the Cloud with Core

“By 2017, 50% of an organization’s business data will reside outside the physical data center walls, up from less than 10% today.”

- Gartner Research®

And with the popularity of the cloud, no one is disputing that research. The thing is...you need a simple, secure, and smart way to connect your collaborators with the file and information they need. [OpenText Core](#) has been embraced by virtually every industry and used for everything from storing and securing file libraries to sharing and collaborating on project files with customers and business partners. Our new version features multi-file zip and download, web upload manager, improved notifications, and more! [Read more...](#)

Tempo Box Updates

Many corporate users are turning to consumer-oriented solutions to collaborate both in and outside the organization, and this leads to security, governance, and integration concerns. OpenText Tempo Box provides a centralized platform that facilitates mobile access to both personal and enterprise content in a modular and scalable manner. Tempo Box has had several [updates](#) over the last quarter.

- [Tempo Box](#) Premium Edition is now available as an add-on to Tempo Box Value Edition and enables **content sharing** among internal users that don’t have a Content Suite or Extended ECM for SAP license.
- Tempo Box Content Server Edition 10.5.20 introduced **task integration** so users can assign simple tasks to other collaborators within a shared folder and [Brava! Viewer integration](#), which improves information sharing and collaboration.

What Others Are Doing

Government Agency Achieves Faster PCI Compliance

A public-facing government agency became PCI DSS (Payment Card Industry Digital Security Standards) compliant in **only nine months** using OpenText Redact-It Enterprise with Optical Character Recognition (OCR). OCR was conducted on 2 million documents



Questions?

Please [email us](#) anytime.

(almost 9 million pages!), and 8 percent were identified as requiring redaction. If they were to manually perform all that work, it would have taken several years! The customer said the results were much better than they even thought possible. [Read more...](#)

Hot Places to Be

Enterprise World

Where can you learn to maximize your current OpenText investment while learning how to prepare for the emerging Digital-First World? Exactly! At Enterprise World in Las Vegas this fall! But act now before our [super-early-bird registration](#) ends. Just download the convenient [justification letter](#) and start prepping all your questions, scheduling all the demos, and planning all your discussions with us!



Things You May Have Missed

- OpenText CEO, Mark Barrenechea, touches on a few compliance issues within government in his [blog](#).
- We heart Microsoft! And among 2,300+ partners, we were finalists in the "Microsoft Partner of the Year Award 2015 – Application Development" category! It was for our Information Governance/Compliance solutions and integrations with Microsoft Office 365. Read the Microsoft [press release](#).
- You may have missed it live, but if lowering your TCO for OpenText Content Server is of interest, this recent [recording](#) is well worth a play.
- The latest [ECM analysis](#) from highly respected Forrester Research has been released, and OpenText has been recognized as a leader in their evaluation of the most significant ECM software providers.



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www.opentext.com

Open Text Headquarters: 275 Frank Tompa Dr, Waterloo, Ontario, Canada, N2L 0A1

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