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OPENTEXT CONTENT SUITE

PLATFORM
Content Server
Records Management
Enterprise Scan (Imaging)
Archive Server
Enterprise Connect

APPLICATIONS
Archive Center
Archive for Google Apps
Template Workspaces
Transmittal Management
Tempo Box
Regulated Documents

ADD-ONS
Email Solutions (Monitoring, Archiving, and Management)
Engineering Document Management
ECM Everywhere
WebReports
ActiveView
Content Intelligence

WWW.OPENTEXT.COM/ECM
DESCRIPTION

OpenText Content Suite is the Enterprise Content Management (ECM) foundation for OpenText Enterprise Information Management offerings.

OVERVIEW

Content Suite is a comprehensive ECM system designed to manage the flow of information from capture through archiving and disposition. Uniting imaging, document and records management, workflow, search, and archiving, Content Suite offers a secure, highly scalable ECM foundation to govern the growing volumes of content in the enterprise while maximizing the value of the content to drive growth and innovation.

KEY BENEFITS

• Manages information flows across the organization from capture through archiving and disposition

• Applies dependable, consistent governance policies across any type of content in the enterprise, regardless of where it originates

• Ensures rapid access to a secure, single source of truth, optimizing business processes and provide deeper insight to your information to support agility and innovation

• Maintains compliance and security while addressing the challenges of an increasingly complex and dynamic regulatory landscape

• Harnesses value, share knowledge, foster innovation, and empower users to make effective decisions, all the while protecting your intellectual property

ARCHITECTURE

Content Suite consists of the following components:

• Content Suite Platform: The foundational ECM offering for the Content Suite

• Content Suite Applications: Solutions built on the Content Suite Platform where the goal is to address a specific ECM challenge

• Content Suite Add-ons: Functional extensions to either a Content Suite application or the Content Suite Platform
DESCRIPTION
OpenText Content Suite Platform is a comprehensive Enterprise Content Management (ECM) system designed to manage the flow of information from capture through archiving and disposition.

PRODUCT OVERVIEW
Content Suite Platform is a fully featured, highly scalable, web-based imaging, document management, workflow, search, records management, and archiving system with a secure, single platform for organizing and sharing electronic and physical content across the enterprise. Content Suite Platform ensures agile information governance to address the challenges faced by an increasingly complex and dynamic regulatory landscape and the rapid growth of business information and reduces risk while allowing organizations to focus on using information to drive strategic growth and innovation.

PRODUCT HIGHLIGHTS
- Capture technology to scan, index, and classify content transforming physical records into valuable digital assets
- Workflow to automate processes for accuracy and consistency
- Flexible user interface designed for easy access and interaction with business content, office productivity applications, and processes
- Records management to manage the full lifecycle of all enterprise content, electronic, or physical, enabling you to control retention and ensure destruction at the right time
- Intelligent archiving that optimizes storage according to business context and metadata leveraging less expensive media and provides high-end storage reduction services
- A common, documented, standard layer of development tools to rapidly create, deploy, and manage enterprise applications

KEY INTEGRATIONS
- OpenText Application Governance & Archiving for Microsoft SharePoint®
- OpenText Extended ECM for SAP® Solutions
- OpenText Extended ECM for Oracle® E-Business Suite
- OpenText Email Management
- OpenText Content Suite Applications
- OpenText Content Suite Add-Ons
DESCRIPTION
OpenText Content Server is the foundational content repository providing document management capabilities for the OpenText Content Suite.

PRODUCT OVERVIEW
Content Server is the foundational content repository for the Content Suite, and it provides richly-featured enterprise services based upon a unique combination of integrated tools which include document management, workflow, search, collaboration, and information retrieval services, all tightly integrated into a solution that is easily customized and extended.

PRODUCT HIGHLIGHTS
- Simple Administration: user and group management, cluster administration, search scalability, low CPU utilization
- Robust Document Management: web interface, classifications and attributes, enterprise and personal workspaces, projects, compound documents, search and faceted browse, reporting, document security and monitoring, version control, collaboration and task management, workflow and forms, multilingual interface and metadata, inline text editor
- Rapid application development support eclipse-based IDE, REST API, UI widgets
- Engaging User Experiences: HTML5 drag-and-drop, document thumbnails, role-centric interfaces, custom views and appearances

KEY INTEGRATIONS
- OpenText Content Suite Platform
- OpenText Records Management
- OpenText Enterprise Connect
- OpenText Email Management
- OpenText Imaging
- OpenText Tempo
- OpenText Archive Server
- OpenText InfoFusion
- OpenText AppWorks Gateway
- OpenText Extended ECM for SAP®
- OpenText Extended ECM for Oracle®
- OpenText Application Governance & Archiving for Microsoft SharePoint®
DESCRIPTION
OpenText Records Management provides records management capabilities to the OpenText Content Suite.

PRODUCT OVERVIEW
By enabling a common records management program for all types of information, Records Management provides an automated system removing the complexities of electronic records management while making the process completely transparent to end users. Records Management features are embedded in the interface of the relevant business application, allowing users to access records management functions from within the interface they are most familiar. Records Management empowers organizations to govern corporate holdings according to organizational policies, managing the complete lifecycle of all enterprise information, ensuring regulatory compliance, and reducing the risks associated with audit and litigation.

PRODUCT HIGHLIGHTS
• Ensures compliance with internal and external rules and regulation
• Enhances corporate accountability with extensive security and auditing
• Ensures the preservation of critical content
• Manages physical records alongside electronic
• Streamlines and automates retention and disposition processes
• Enables cost effective long-term storage of content
• Certified to US Department of Defense (DoD) 5015.2-STD and Australian Victorian Electronic Records Strategy (VERS) Specifications 1-5
• Certified integrations with SharePoint® and SAP®

KEY INTEGRATIONS
• OpenText Content Suite Platform
• OpenText Email Archiving
• OpenText File System Archiving
• OpenText eDOCS
• OpenText Application Governance & Archiving for Microsoft SharePoint®
• OpenText Extended ECM for SAP® Solutions
• OpenText Email Management
• OpenText Auto Classification
DESCRIPTION
OpenText Enterprise Scan is a complete solution for scanning the complete range of enterprise business documents.

PRODUCT OVERVIEW
Enterprise Scan is the solution for mass and ad hoc scanning and indexing of documents at one or more scan stations. With Enterprise Scan, workflows can be implemented from receipt by mail—through scanning and linking to the leading application—to archiving. Several functions are available to improve contrast and legibility. Enterprise Scan connects to leading applications either directly or through document pipelines. It can be combined with OpenText Capture Center to create a full document capture workflow, leveraging Optical Character Recognition (OCR) and Intelligent Document Recognition (IDR).

PRODUCT HIGHLIGHTS
- Scales from hundreds to many thousands of documents per day
- Provides built-in barcode support and automatic document separation
- Uses sophisticated pre-indexing capabilities, including pick lists and sticky fields
- Offers full-page views with the ability to zoom
- Generates scanned documents in TIFF, PDF, Searchable PDF, or PDF/A formats

KEY INTEGRATIONS
- OpenText Content Server
- OpenText Capture Center
- OpenText Content Suite Platform
- OpenText Archive Server
- OpenText Records Management
DESCRIPTION
OpenText Archive Server offers multi-faceted enterprise information archiving solutions in a single, scalable repository making it easier to manage and less costly to operate.

PRODUCT OVERVIEW
Archive Server covers a broad spectrum of archiving use cases—from optimizing mission-critical lead applications to capturing machine-to-machine communications and from content lifecycle management to fundamental archiving supporting organizational, legal, and regulatory compliance. Tight integration with OpenText Records Management allows for optimized archiving capabilities like smart disposal, auto-classification, and robust search. The result is a strong information governance framework operating as a seamless extension of lead applications like email, ERP, CRM, and SharePoint®.

PRODUCT HIGHLIGHTS
• Backbone to 30+ OpenText Enterprise Information Management integrations
• Storage agnostic - configuration of storage systems via Administration Interface (MMC)
• Single instance attachments
• Manage the lifecycle of content from capture through to long-term retention and disposition
• Monitoring/Statistics/Threat Detection (based on HTML5)

KEY INTEGRATIONS
• OpenText Content Suite Platform
• OpenText Records Management
• OpenText Imaging
• OpenText Tempo (Box and Social)
• OpenText eDOKs
• OpenText Regulated Documents
• OpenText Archive Center
• OpenText InfoFusion
• OpenText Media Management (DAM)
• OpenText Web Experience Management (WEM)
• OpenText Customer Communications Management (CCM)
• OpenText Application Governance & Archiving for Microsoft SharePoint®
• OpenText Extended ECM for SAP®
• OpenText Extended ECM for Oracle®
DESCRIPTION
OpenText Enterprise Connect is a desktop client for the OpenText Content Suite that enables information workers to easily interact with content from multiple repositories and business applications.

PRODUCT OVERVIEW
Enterprise Connect is designed to empower information workers to access and interact with all their business content, office productivity applications and processes directly from familiar desktop environments. It provides a seamless, interactive view of Content Suite directly from the applications users work in on a daily basis, including Windows® Explorer, Microsoft Office® applications as well as other applications including Adobe® Acrobat®, Lotus Notes®, and GroupWise®. Enterprise Connect allows organizations to simplify user experience and overcome user adoption challenges.

PRODUCT HIGHLIGHTS
- Enterprise Connect consists of OpenText Enterprise Connect Framework, OpenText Enterprise Connect Plug-ins, and OpenText Desktop Application Integrations
- Enterprise Connect can be configured to enable users to drag-and-drop objects between repositories, work with offline content, initiate workflows, and apply metadata and records classifications to objects
- OpenText Office Editor is a technology for OpenText Content Server and Enterprise Connect that offers users a seamless, instant editing experience, providing the performance of editing files on a local hard drive
- OpenText Email Services module creates the necessary infrastructure on Content Server to handle the ingestion of emails and the storage of email metadata

KEY INTEGRATIONS
- OpenText Content Suite Platform
- OpenText Content Server
- OpenText Records Management
- OpenText Imaging
- OpenText Archive Server
DESCRIPTION
OpenText Archive Center offloads lead applications and servers by capturing unstructured data from cloud-based email, Microsoft® Exchange™, file systems, or CMIS-compliant repositories.

PRODUCT OVERVIEW
Archive Center is a highly scalable, multi-tenant archive helping organizations manage the explosion of unstructured data (e.g., email and files) while ensuring it is cost-effectively and securely stored on premise or in the cloud. End users access data from everywhere—online, offline, or on their mobile device—and it’s completely stub-free and transparent. Business administration features provide a broad set of archive and retention management capabilities along with system reporting, legal hold, and export.

PRODUCT HIGHLIGHTS
• Single archive code base and infrastructure
• Multi-tenant cloud-ready repository with fully supported data replication
• Rapid deployment, single instance, small footprint
• Retention and storage management with broad level legal hold and EDRM XML export
• Email, file archiving with support for content APIs and any CMIS (Content Management Interoperability) content
• Stub-free/transient end-user access
• Mobile and offline support
• Deploy anywhere—on premise, cloud, or hybrid cloud

KEY INTEGRATIONS
• OpenText Content Suite Platform
• OpenText Archive Server
• Microsoft® Exchange™
• Google Mail™
• File Systems
• Microsoft Office 365™
DESCRIPTION

OpenText Archive for Google Apps provides monitoring and/or archiving of Google Mail™.

PRODUCT OVERVIEW

Archive for Google Apps monitoring functionality captures all inbound, outbound, and internal email communications ensuring compliance with legal obligations and regulatory requirements. Data is journaled directly from Google® to the OpenText Content Server where the data is de-duplicated, metadata is extracted, retention policies are applied, and data is indexed and stored in the OpenText Archive. Archive for Google Apps archiving functionality enables collection from Google Mail™ users’ mailboxes ensuring organizations can properly govern, preserve, and discover historical and day forward mail from Gmail™. For both solutions, the user experience is uninterrupted as end users only work within Gmail™. For archived emails that are no longer available in the mailbox, the user can access this email via web-based search or via the Personal Email Volume (PEV) inside Content Server.

PRODUCT HIGHLIGHTS

- Auto-classification options
- Legal and compliance support for Gmail™
- Built to grow with your evolving archiving requirements
- Secure retention and disposition controls
- Secure search and access
- Tamper-proof storage
- Interoperable storage connectivity
- Disaster recovery
- Rule-based archiving and clean-up tasks

KEY INTEGRATIONS

- OpenText Content Server
- OpenText Auto-classification
- OpenText Content Suite Platform
- Google Mail™
DESCRIPTION

OpenText Template Workspaces provides the ability to create template-driven structures within OpenText Content Suite Platform using a simple creation wizard.

PRODUCT OVERVIEW

Template Workspaces enables organizations to take the complexity out of collaborative, content-driven knowledge work making information governance an innate part of everyday business processes and encouraging user adoption with an easy-to-use interface and a promise of improved efficiency. Template Workspaces support multiple business use cases, supported by Content Suite to provide enterprise content management capabilities—removing the IT burden of supporting departmental solutions that are in silos. A template workspace can be created for any business need that requires capturing a common set of records, tracking assignments, and examining results.

PRODUCT HIGHLIGHTS

• A highly powerful but flexible binder/case model enables configuration of template structures to meet the requirements of simple or complex scenarios
• Wizard support for binder or case creation from an established template ensures consistency in applying the metadata and classifications inheritance structure
• Template Workspaces takes advantage of many powerful features in the Content Suite Platform including a centralized, searchable content repository for assets related to the workspace; template-driven workspace creation; personalized workspace view; dashboard for each case and binder; capture to feed paper-based documents into the case files and case processes; and support for archiving and disposal of case information with U.S. Department of Defense Standard 5015.2 compliant Records Management

KEY INTEGRATIONS

• OpenText Content Suite Platform
• OpenText Extended ECM for Oracle® E-Business Suite
• Additional integrations are made available via Template Workspaces inclusion of Content Server Rest API support for actions relating to binder, case, and contract objects
DESCRIPTION

OpenText Transmittal Management is an application for OpenText Content Suite Platform, which automates the process of assembling and sending transmittal packages to internal and external recipients.

PRODUCT OVERVIEW

Transmittal Management helps standardize and secure a complete and transparent lifecycle for a company’s transmittals from creation and review to compliant auditing and retention. The solution’s process automation can be optimized for different requirements to maximize productivity and reduce costs, and its integrated search and user-friendly reporting provide further transparency. Transmittal Management increases efficiency by improving collaboration between internal groups and third parties and by identifying process bottlenecks via user-friendly reporting. The solution protects transmittal content with strong records management and lowers compliance risk with robust auditing and document-based transmittal histories.

PRODUCT HIGHLIGHTS

- Provides fully automated, efficient, and secure delivery of any size transmittal package from the Transmittal Management wizard interface
- Offers preconfigured reports that identify process bottlenecks and show transmittal audit and state information (Transmittal Sent Report, Awaiting Acknowledgement Reports, User Transmittal Reports)
- Captures transmittal activity automatically for auditability, reporting, and conflict resolution
- Manages receipts and responses securely with the original documents and transmittals to provide a permanent record
- Reduces risk of errors and delays associated with conventional manual processes substantially via configurable process automation
- Enables multiple transmittal processes to be set up for different projects or purposes
- Enables rapid creation of new transmittals with a three-step wizard, and progress can be saved at any stage
- Includes flexible options for delivery such as tasks, workflows, email, zipped packages, FTP sites, and Managed File Transfer (MFT)

KEY INTEGRATIONS

- OpenText Content Suite Platform
- OpenText Engineering Document Management
- OpenText Managed File Transfer (MFT)
DESCRIPTION

OpenText Tempo Box is a secure file transfer and synchronization service that uses OpenText Content Suite Platform as its information repository.

PRODUCT OVERVIEW

Tempo Box affords organizations the best of both worlds: an innovative user experience that closely mimics the capabilities they are used to from consumer-grade services, and it’s built from the ground up on the OpenText Content Suite Platform to ensure that information passing through the environment is always under control. Users can easily sync content across desktops and their mobile devices, while all files are safely managed and controlled within Content Suite.

PRODUCT HIGHLIGHTS

• All content, both structured and unstructured, is available and kept in sync with OpenText Content Server providing one data model and one compliant repository
• Takes full advantage of the Content Suite Platform, ensuring that audit trails, version control, and permissions are maintained and enforced
• Supports instant synchronization of content across any number of devices
• Flexible deployment options mean that you can manage Tempo Box entirely on-premises or via OpenText Managed Cloud Services
• Includes OpenText Tempo Note, an easy-to-use note-taking tool that is directly integrated with Tempo Box and enables notes to be edited from the web or a mobile client
• Provides the ability for Content Suite users to synchronize enterprise-managed content to a Tempo Box folder on their desktop and access the content from their Tempo Box clients
• Provides external sharing of enterprise content, enabling internal users with appropriate permissions to share enterprise content with external users

KEY INTEGRATIONS

• OpenText Content Server
• OpenText Content Suite Platform
• OpenText Tempo Social
DESCRIPTION

OpenText Regulated Documents is an add-on to OpenText Content Suite Platform that manages controlled documents to reduce regulatory risk.

PRODUCT OVERVIEW

OpenText Regulated Documents enables the Content Suite Platform to manage controlled documents in compliance with FDA 21 CFR Part 11 and provides Electronic Signatures, enhanced workflow functionality, and security/tracking of controlled document viewing and printing. This helps organizations reduce regulatory risk as well as expensive fines and delays due to non-compliance while accelerating controlled document management processes, user adoption, and time to market.

PRODUCT HIGHLIGHTS

• Ensures consistent and auditable review and approval of controlled documents with electronic signature which can lead up to 60% or more of savings in processing costs
• Configuration-based workflow reduces the initial configuration and validation efforts and virtually eliminates the need for re-validation
• Simplifies compliance enforcement through efficient configuration of viewing and printing rules as well as records management classifications
• Track all “Controlled Printing” requests and final dispositions (destruction/return) of approved and effective SOPs, as well as other controlled documents
• Supports information governance and management of change processes for regulatory compliance and eDiscovery
• Provides secure access and collaboration on controlled documents from anywhere in the world, at any time, from just about any device

KEY INTEGRATIONS

• Content Suite Platform
DESCRIPTION

OpenText Email Solutions consist of monitoring, archiving, and management solutions that manage the entire lifecycle of email from capture through to long-term archiving while ensuring compliance and reducing IT infrastructure costs by offloading lead applications.

PRODUCT OVERVIEW

Email is the most prolific source of unstructured data in the enterprise today. It also poses both legal and regulatory risks to organizations that do not properly manage their email and infrastructure. OpenText Email Monitoring, Archiving, and Management (Microsoft Exchange®, Lotus Domino®, and Google Mail™) enables companies to automatically and transparently capture corporate email communications and store them in a secure, isolated system, supporting ongoing compliance and legal efforts. OpenText Email Archiving captures email from lead application servers enabling users to continue to work with email as they always have, retrieving archived messages with a single click. OpenText Email Management combines foundational email archiving with advanced records management capabilities, enabling companies to archive corporate email into a centralized system and manage that information according to consistent record policies.

PRODUCT HIGHLIGHTS

• Mitigates risk of non-compliance
• Curbs costs associated with eDiscovery
• Reduces cost and complexity of messaging environment
• Optimizes system performance
• Manages the entire lifecycle of email—capture through long-term archiving—across a broad variety of use cases
• Ensures compliance in a centralized, secure repository

KEY INTEGRATIONS

• OpenText Content Suite Platform
• OpenText Archive Server
• Microsoft Exchange®
• Microsoft Office 365™
• Google Mail™
• Lotus Domino®
DESCRIPTION
OpenText Engineering Document Management is an add-on to OpenText Content Suite Platform that helps control risk to engineering project scope, schedule, and costs enabling owner-operators and engineering companies to gain faster returns on investment by speeding time to first production.

PRODUCT OVERVIEW
Engineering Document Management provides a single, authoritative repository for storing and organizing engineering documents. The solution provides engineers and supporting teams with a secure and collaborative web-based environment to create, capture, review, and manage both completed and work-in-progress engineering documents.

PRODUCT HIGHLIGHTS
- Integrates with end-user’s preferred desktop applications, accelerating user adoption while integrating business and industry-compliant processes seamlessly into daily activities
- Enforces engineering document naming and numbering standards automatically in compliance with each customer’s unique standards
- Supports concurrent document revision or review by multiple teams to accelerate time-to-first-production
- Supports document control processes to manage the distribution of information and maintain a full history of completed revisions to documents-of-record
- Provides secure, web-based viewing and annotation capabilities
- Supports information governance and management of change processes inherently for regulatory compliance and eDiscovery
- Provides secure access and collaboration on engineering documents from anywhere in the world at any time

KEY INTEGRATIONS
- OpenText Content Suite Platform
- OpenText Transmittal Management
- AutoDesk® AutoCAD®
- Bentley® MicroStation®
DESCRIPTION
OpenText ECM Everywhere enables information workers to view, edit, and process their OpenText Content Suite information and workflows in a secure fashion and from any mobile device.

PRODUCT OVERVIEW
ECM Everywhere is the mobile access solution for Content Suite. It enables Content Suite users to view, edit, and interact with folders, documents, workflows, and metadata contained within their repository using a native app or the standard web-browser on their modern smart phone. ECM Everywhere removes the constraints of enterprise boundaries, enabling businesses to enhance productivity, increase revenues, and maximize competitive advantage. It provides mobile workers with secure and real-time access to information, content (documents and rich media), and business processes regardless of whether they are connected, occasionally connected, or disconnected to the corporate network.

PRODUCT HIGHLIGHTS
• Features a mobile app that is tailored and specialized for iOS, Android, and Blackberry
• Works on all mobile devices with a simple-to-use web interface
• Provides secure mobile access to your Content Suite environment, enabling you to view, edit, and interact with your content and workflows
• Enables you to access your entire OpenText Content Suite library and execute workflow processes on-the-go from anywhere at anytime
• Allows you to contribute content to your Content Suite directly from your mobile device
• Displays a full audit trail of mobile activity

KEY INTEGRATIONS
• OpenText Content Suite Platform
DESCRIPTION
OpenText WebReports is the business solution development and reporting framework for OpenText Content Suite.

PRODUCT OVERVIEW
WebReports makes Content Suite extensible by bringing together documents, emails, forms, workflows, and database content into user-friendly views and by creating the link between structured business processes and unstructured content across an organization. It enriches the general Content Suite experience, providing critical business data directly related to the content and context within which users are working. It enables organizations to deliver applications, dashboards, and automated actions inside their Content Suite environment without the need for any complex back-end customization.

PRODUCT HIGHLIGHTS
- Provides rapid application development framework using HTML, CSS, and JavaScript
- Creates powerful forms that include dynamic data from multiple data sources
- Reduces system administration overheads
- Implements faster and cheaper than custom code
- Simplifies regulatory/compliance audits
- Enables the inclusion of WebReports within Content Suite workflows with the optional OpenText Workflow Extensions

KEY INTEGRATIONS
- OpenText Content Suite Platform
- OpenText Content Server
DESCRIPTION
OpenText Content Intelligence is an add-on to the OpenText Content Suite Platform that helps increase user adoption, productivity, and management insight by accelerating the deployment of tailored applications, interfaces, and reports.

PRODUCT OVERVIEW
OpenText Content Intelligence is a comprehensive solution for application integration and content aggregation from a wide range of repositories and business systems as well as a powerful toolset to tailor the views of business content and the way that users interact with it. Content Intelligence bundles OpenText ActiveView and OpenText WebReports tools, as well as a complete set of instantly deployable and easily modifiable pre-built reports, actionable dashboards, and applications via the Report Pack, making it easy for organizations to optimize user experience, drive adoption, and tailor applications to suit specific requirements of their Content Server deployment.

PRODUCT HIGHLIGHTS
- Custom dashboards and reports simplify the Content Suite experience, increase adoption and accelerate deployment
- Rapid integration of numerous content sources whether file systems, ERP or CRM
- Content visualization based on user role simplifies process steps and workflow tasks
- Standards-based, rapid-to-deploy applications based on organization-specific requirements and processes
- Tailored for the enterprise
- Content views are presented in real-time avoiding wait times for dashboard refreshes
- Intuitive administrative environment accelerates common tasks, such as modifying permissions, assigning content attributes, tracking user activity, and monitoring system processes
- Lower TCO and improve ROI by tailoring OpenText Content Suite to be a natural extension of the way that business users create and interact with enterprise content

KEY INTEGRATIONS
- Content Suite Platform
DESCRIPTION

OpenText ActiveView is the leading usability and interface development framework for OpenText Content Suite.

PRODUCT OVERVIEW

ActiveView provides power users and administrators with the freedom to tune and enhance their Content Suite experience without the need for coding and customizations. Designed and optimized specifically for Content Suite, ActiveView enables the creation of simplified and comprehensive views, exposing the content and elements users need to complete their tasks.

PRODUCT HIGHLIGHTS

- User-customizable views
- Role-based content views
- Customize the Content Suite interface
- Device-centric views
- Extensive template library
- Leverages OpenText WebReports

KEY INTEGRATIONS

- OpenText Content Suite Platform
- OpenText WebReports
- OpenText Content Server
- Microsoft Windows Server® and Sun Solaris® OS
- Oracle® and Microsoft® SQL Server databases
OPENTEXT PROCESS SUITE

PLATFORM
Cordys Platform
Process Component Library
BPM Everywhere
Process Experience

APPLICATIONS
Cloud Provisioning

ADD-ONS
Process Intelligence
ProVision
Capture Center

WWW.OPENTEXT.COM/BPM
DESCRIPTION
OpenText Process Suite is a complete process automation and case management system that enables organizations to become more agile, more productive, and more competitive.

OVERVIEW
Process Suite is a set of components that allows organizations to quickly build process and case management applications. It includes the OpenText Cordys platform, applications, and add-on products that enable organizations to craft the optimal process and case automation environment for their particular needs. It includes social and mobile capabilities, allows deployment via the cloud, on-premises, or a hybrid of the two, provides a broad set of application development options and tools, and allows organizations to build applications that leverage a wide variety of Enterprise Information Management (EIM) capabilities from a single vendor.

KEY BENEFITS
• Cuts the time to value and increases operational agility
• Creates systems of engagement across core apps
• Meets a broad set of process automation needs from human-centric workflows to integration-centric process automation to complex case management
• Achieves mobile and social capability that ensures systems can respond to changing business needs

ARCHITECTURE
Process Suite consists of the following components:
• Process Suite Platform: The foundational offering of the Process Suite
• Process Suite Applications: Solutions built on the Process Suite Platform where the goal is to address a specific Business Process Management challenge
• Process Suite Add-Ons: Functional extension to the Process Suite Platform
DESCRIPTION
OpenText Process Suite Platform is the foundational platform for the OpenText Process Suite.

PRODUCT OVERVIEW
Process Suite Platform is a comprehensive Business Process Management solution that enables organizations to tackle their most pressing and complex process automation and case management challenges from a single platform. Process Suite Platform includes OpenText Cordys, OpenText Process Component Library, OpenText BPM Everywhere, OpenText Process Experience, OpenText Directory Services, and OpenText AppWorks Gateway. The platform provides organizations with faster time to value with pre-built service components and flexible deployment with packaged applications and component libraries.

PRODUCT HIGHLIGHTS
• A single solution for process automation, case management, and service delivery workflows
• Full array of development tools and capabilities from packaged apps to code-level tools and resources
• Full support for social and mobile users
• 100 percent multi-tenant to support SaaS, PaaS, on-premises, and hybrid deployment
• Comprehensive process analytics tools and data visualization
• Access to a broad set of Enterprise Information Management services, including content/document management, rich media, and correspondence management

KEY INTEGRATIONS
• OpenText Cloud Provisioning
• OpenText Process Intelligence
• OpenText ProVision
• OpenText Capture Center
• OpenText Content Server
• OpenText Media Management
• OpenText Customer Communications Management
• OpenText AppWorks Gateway
DESCRIPTION
OpenText Cordys is the OpenText process and case management platform.

PRODUCT OVERVIEW
Cordys is unique because it bridges Business Process Management (BPM), case management, and SOA-based integration on a single platform. The development and runtime environments are browser based, and it was built from the ground up to be truly multi-tenant to support on-premises, and private/public cloud deployment models. Cordys can help organizations improve business operations by leveraging existing IT investments quickly and simply and fosters alignment between business and IT, resulting in tangible benefits for both.

PRODUCT HIGHLIGHTS
• Full support for creating and consuming SOA-based web services
• Enterprise Service Bus and Master Data Management capabilities for more powerful system integrations
• A built-in rules engine
• Full multi-tenancy for SaaS, PaaS, on-premises, and hybrid deployments

KEY INTEGRATIONS
• OpenText BPM Everywhere
• OpenText Process Component Library
• OpenText Process Experience
• OpenText Directory Services
• OpenText AppWorks Gateway
DESCRIPTION
OpenText Process Component Library enables organizations to quickly and easily assemble fully operational case management, process-centric, and service delivery applications.

PRODUCT OVERVIEW
Process Component Library is a collection of pre-built components, which includes reusable services for tasks, escalation management, self-service, knowledge management, instant message-style collaboration, personalization, and reports and analytics. This set of components can be used by IT or the line of business team to “assemble” applications within its own composition environment, which shortens the time to design and deploy and creates the speed and agility so many organizations are looking for.

PRODUCT HIGHLIGHTS
• Out-of-the-box process models, process logic, dynamic forms, and persona-based user experiences accelerate application design, deployment, and continuous improvement
• 360-degree view of the customer
• Case load reduction tools, collaboration, automated correspondence, chat, and escalation capabilities
• Personalized, web-based customer self-service portals
• Social and mobile interfaces
• Structured reports, analytics, and dashboards
• Interfaces by role (service center and work center)
• Pre-built and reusable service delivery components

KEY INTEGRATIONS
• OpenText Process Suite Platform
• OpenText BPM Everywhere
• OpenText Process Experience
DESCRIPTION
OpenText BPM Everywhere is the social-style collaboration interface for the OpenText Process Suite Platform.

PRODUCT OVERVIEW
BPM Everywhere simplifies access to information and tasks and allows knowledge workers to communicate and collaborate on cases within an intuitive and social environment. BPM Everywhere supports tasks, work lists, and activities and tracks communications within the framework of the case environment. Users can subscribe to cases, manage tasks, follow topics or other users, conduct research, and engage in discussions. BPM Everywhere also supports mobile deployment so users can manage cases, initiate work, and send approvals from their tablets and smartphones.

PRODUCT HIGHLIGHTS
• Responsive HTML5 web client for smartphones, tablets, and desktop browsers
• HTML5-based "embeddable component" can be included in browser-based BPM applications that enable access to BPM Everywhere features from within a BPM or case application
• Embeddable component can be configured to render only the posts associated with an individual case

KEY INTEGRATIONS
• OpenText Process Suite Platform
• MBPM
• Case360
• Process360
• Execute360
PROCESS SUITE

SUITE: OPENTEXT PROCESS SUITE
PRODUCT: OPENTEXT PROCESS EXPERIENCE

DESCRIPTION
OpenText Process Experience is the user primary interface for Process Suite.

PRODUCT OVERVIEW
Process Experience is a contemporary and modern work area for service requesters and knowledge workers. It is called a “responsive interface” as it knows what kind of device it’s being viewed on, including laptop, tablet, and mobile, and adjusts accordingly without separate sets of code. It also unifies our Business Process Management engines by bringing consistent inbox and task list capabilities to the end user, no matter what process engine is being used.

PRODUCT HIGHLIGHTS
• A dynamic and responsive user experience for knowledge workers and end users
• Based on HTML5, CSS, and JavaScript
• Responsive design means the UI adjusts to the device being used—laptop, tablet, or mobile

KEY INTEGRATIONS
• OpenText Process Suite Platform
• OpenText AppWorks Gateway
• MBPM
• Case360
• Process360
• Execute360
DESCRIPTION

OpenText Cloud Provisioning is an OpenText Process Suite application that enables an organization to more easily provide cloud-based and on-premises services to users inside and outside an organization.

PRODUCT OVERVIEW

Cloud Provisioning is a comprehensive service management and provisioning solution for cloud-based and on-premises application service order and delivery. It allows service providers to create, automatically provision, and orchestrate "virtual bundles" of cloud-based and on-premises capabilities that make up a new product, value-added service, or application, irrespective of the fact that these capabilities come from many providers.

PRODUCT HIGHLIGHTS

- Based on the TMForum eTOM and SID industry standards for service providers
- Supports for creation of customer or channel catalogs
- Supports for versioning, componentization, component relation management, and catalog integrity management
- Includes fall-out notification and handling
- Enables customer self-management
- Offers service usage metering

KEY INTEGRATIONS

- OpenText Process Suite Platform
- OpenText Process Intelligence
DESCRIPTION

OpenText Process Intelligence is an OpenText Process Suite Add-On that includes advanced analytics and data visualization for greater insight into process events and efficiency.

PRODUCT OVERVIEW

Process Intelligence consumes process data from multiple process engines and applies relational and multi-dimensional analysis using OLAP cubes to provide extensive drill-down analysis. It also supports the aggregations and utilization of process data for predictive analytics and process mining. New with Process Intelligence is the addition of Birst technology, which provides extensive data visualization capabilities for easier analysis of large quantities of process data.

PRODUCT HIGHLIGHTS

- Consumes process and case data across multiple sources
- Enhances process insight with multi-dimensional (cube)
- Provides extensive data visualization capabilities and drill-down graphs via Birst technology
- Aggregates data to support predictive analytics and process mining

KEY INTEGRATIONS

- OpenText Process Suite Platform
- OpenText ProVision
DESCRIPTION
OpenText ProVision is an OpenText Process Suite Add-On and business architecture modeling and analysis tool for capturing the full impact of process automation on the business.

PRODUCT OVERVIEW
ProVision for Business Architecture (BA) gives organizations a blueprint to drive change and reach strategic goals across the enterprise. ProVision offers multi-layered visibility into business strategies, including how people, processes, systems, and technologies can be aligned to attain them. It also allows organizations to gain access to untapped knowledge by enabling collaboration with business and IT users.

PRODUCT HIGHLIGHTS
• Provides coverage for business and IT that spans all the dimensions of the enterprise via metamodeling
• Displays pictures, stencils, and objects in a central location, a graphics gallery
• Includes pre-defined reference models
• Allows business and IT analysts to build, manage, update, share, and collaborate on business and system models via the web using the collaboration server and repository
• Creates new objects and links and adds to existing modelers
• Supports modelling languages such as Zachman, TOGAF, DoDAF, FEA, UML, BPMN- BPEL, Rummler-Brache, and Six Sigma

KEY INTEGRATIONS
• OpenText Process Suite Platform
• OpenText Process Intelligence
DESCRIPTION
OpenText Capture Center is an OpenText Process Suite Add-On that applies recognition technologies to turn documents into machine-readable information for various back-end systems.

PRODUCT OVERVIEW
Capture Center uses the most advanced tools available to capture, classify, extract information from, and validate paper documents and other types of content, including faxes, email with attached documents, images, business forms, and complex multipart documents. Pulling from sources such as high-end scanning devices, Multi-Function Peripherals (MFPs), file system folders, email servers, Microsoft SharePoint® servers, and FTP sites, Capture Center quickly and efficiently captures and digitizes documents, forms, and faxes.

PRODUCT HIGHLIGHTS
- Rule-based classification, extraction, and verification
- One-click and manual exception handling
- A wide range of data extraction methods, including barcode, patch code, optical mark recognition, forms reading, free forms recognition, database-driven recognition, and Adaptive Reading Technology
- Optical Character Recognition (OCR), Intelligent Character Recognition (ICR), and Intelligent Document Recognition (IDR)
- Capture Center APIs enable the customization and delivery of project-specific code

KEY INTEGRATIONS
- OpenText Content Server
- Microsoft SharePoint®
OPENTEXT EXPERIENCE SUITE

PLATFORM
Web Experience Management
Portal
Media Management
Tempo Social
Customer Communications Management

ADD-ONS
WEM options
Media Management Options
CCM Options
Portal Options
Video Services

WWW.OPENTEXT.COM/CEM
DESCRIPTION

OpenText Experience Suite is a comprehensive, integrated suite of Customer Experience Management products that provides experience capabilities to all of the OpenText product suites.

OVERVIEW

Experience Suite provides rapid experience design tools to create and manage content delivered to web, social, mobile, and print destinations and is integrated with the OpenText AppWorks Enterprise Information Management (EIM) developer platform, providing experience capabilities to all of the OpenText product suites. Experience Suite integrations bring capabilities from web to social services and media to correspondence services, all within a single offering. Suite innovations include omni-channel delivery, compelling web experiences, and social and sharing capabilities.

KEY BENEFITS

• Accelerates collaborative media curation, creation, and personalization to ensure each user gets the best possible experience at every point of interaction

• Drives and innovates experiences to respond to market feedback and opportunities, accelerating time to market

• Extends the reach of a single project to an enriched engagement strategy

• Provides an architectural foundation through an integrated matrix of leading, enterprise-class, and comprehensive digital experience applications

• Supports a broad spectrum of EIM services from OpenText

• Deploys on premises, in the cloud, or in a hybrid model—social and mobile cloud are critical for building valuable brand experiences

ARCHITECTURE

Experience Suite consists of the following components:

• Experience Suite Platform: The foundational offering for the Experience Suite

• Experience Suite Add-Ons: Functional extensions to the Experience Suite Platform
DESCRIPTION
OpenText Experience Suite Platform offers an adaptive studio for orchestrating compelling omni-channel experiences.

PRODUCT OVERVIEW
Experience Suite Platform is a comprehensive foundational Customer Experience Management platform that enables organizations to create, curate, and manage media, web, documents, social, and any other digital assets that need to be presented to an audience. Solutions can be rapidly built on the Experience Suite Platform to address digital marketing, customer self-service, social communities, and brand management initiatives. The platform accelerates an organization’s ability to adapt information and orchestrate secure, consistent, and compelling interactions across multiple channels.

PRODUCT HIGHLIGHTS
- Adaptive cross-device experience: content is rendered for a specific device or channel
- Personalized interactive correspondence to capture the user interest
- Channel-based analytics refine the experience with direct insight from the channel and users
- Consistent infrastructure support and OpenText AppWorks Gateway-compatible Application Programming Interfaces (APIs) across the platform
- Seamless asset lifecycle across all products supporting the omni-channel publishing strategy
- Common installer for platform products with preconfigured integrations
- Common user experience for core content management features

KEY INTEGRATIONS
- OpenText Media Management
- OpenText Web Experience Management
- OpenText Portal
- OpenText Tempo Social
- OpenText Customer Communications Management
- OpenText AppWorks Gateway
DESCRIPTION
OpenText Web Experience Management (WEM) is an enterprise-grade solution built for high-volume, transaction-oriented web applications across all customer-centric touch points.

PRODUCT OVERVIEW
Architected for the global enterprise and designed for business users, WEM transforms online transactions into actionable strategic insight. Offering the rich functionality that an enterprise Content Management System (CMS) application demands, its simplified features enable organizations to elevate the overall web experience and cater to the unique needs of all customers. WEM is the platform of choice for the ubiquitous management of content across all organizational boundaries and customer-centric touch points—intranet or extranet, public or private.

PRODUCT HIGHLIGHTS
- Supports different screen sizes, adaptive layouts, and navigation, is search engine friendly, and provides selective content experiences by device using built-in responsive design principles
- Delivers granular-level segmentation and targeting capabilities that can be executed at the content, component, or regional level
- Uses native Rich Media Management capabilities for managing images, video, and podcasts
- Features out-of-the-box, reusable social components
- Includes a highly intuitive design interface
- Offers sophisticated, patented CMS and caching capabilities to turn static websites into highly dynamic sites providing faster navigation for end users and reducing hardware costs
- Reduces security risks and adheres to corporate governance mandates with integrated Records Management and archiving capabilities

KEY INTEGRATIONS
- OpenText Media Management
- OpenText Portal
- OpenText Records Management
DESCRIPTION

OpenText Portal is a flexible and scalable presentation foundation for a number of OpenText solutions.

PRODUCT OVERVIEW

Portal is a high-performance solution to create websites with rich content and applications, enabling personalized interactions with customers, employees, suppliers, and partners. Portal extends information, applications, and social conversations by rapidly adding social content to existing sites (www, extranet, and intranet), and speeds the graphical creation and deployment of composite websites that integrate existing information systems and data from inside and outside the enterprise.

PRODUCT HIGHLIGHTS

- Out-of-the-box productivity with rapid site creation and maintenance
- Easy custom application creation and integration
- Simplified management of multiple portals and applications
- Robust personalization and secure delivery
- Enterprise-class availability to support WWW demands
- Comprehensive integrations that drive compelling experiences and improve site performance
- AJAX-powered portlets that enable dynamic user interaction with applications and content
- Ability to aggregate enterprise content managed capabilities via OpenText Content Server and Microsoft SharePoint

KEY INTEGRATIONS

- Open Text Content Server
- Microsoft SharePoint®
- OpenText Portlets for Content Server
- OpenText Portlets for SharePoint®
DESCRIPTION

OpenText Media Management is an enterprise-grade Digital Asset Management (DAM) solution that organizes digital media assets throughout an organization providing secure access and search.

PRODUCT OVERVIEW

As an enterprise DAM system, Media Management is the core infrastructure for a Customer Experience Management (CEM) ecosystem with interconnected and interdependent contributors and production environments provisioning and managing the media content for key information flows such as the Digital Marketing and the Digital Supply Chain, including marketing campaigns, web, mobile, product catalogs, and video channels. In an omni-channel world, Media Management makes sure the right content and rich experience gets to each user on the platform and device they choose.

PRODUCT HIGHLIGHTS

- Enterprise scalability and ability to handle thousands of users and large digital asset repositories
- Adaptable platform and comprehensive tool set centralizes all rich media assets and associated metadata in a common repository
- Secure user access, search, and workflows
- Integration with creative tools enables teams to collaborate and share rich media assets directly from integrated OpenText Experience Suite Platform products, Adobe® Drive, SAP® software, and more
- Browser-based access for users through custom-branded portals
- Flexible and adaptable metadata modeling
- Extensible and customizable using Web Services, SOAP, and standards-based APIs
- Automated transformation of media assets at ingest and delivery
- Analytics to show asset usage and user activity to better manage teams and content

KEY INTEGRATIONS

- OpenText Web Experience Management
- OpenText Portal
- OpenText Managed File Transfer
- OpenText Customer Communications Management
- OpenText Content Server
- OpenText Archive
- OpenText Cordys
- SAP® and hybris® (Product Catalog Management)
- Adobe® Drive (Adobe Creative Suite®)
- Media Management Creative Review (annotation and markup, ConceptShare®)
- Harmonic® and Telestream® - video transcoding
DESCRIPTION
OpenText Tempo Social deploys social applications to fuel a richer user experience while addressing enterprise requirements of governance, security, and discovery.

PRODUCT OVERVIEW
Tempo Social is a social collaboration application that helps groups of people form, think, and act as a team. It was designed to help teams focus, work more efficiently, and connect with relevant resources and expertise throughout the enterprise, and it equips users with a unique combination of activity feeds, communities, and dashboards, as well as individual and team profiles. Tempo Social is an easy-to-maintain and quick-to-deploy application that offers consumer-style ease of use while adhering to corporate information security and governance standards.

PRODUCT HIGHLIGHTS
• Includes social features such as blogs, wikis, forums, communities, and photo and video libraries; file management, calendar, tags, and ratings; as well as events/calendar and idea management, social networking, and video, photo, and podcast sharing
• Provides the ability to archive all social content to help ensure that content is properly managed (OpenText Content Server)
• Delivers real-time visitor and social interaction information to help organizations identify actionable trends within their visitor base (OpenText Web and Social Analytics)
• Provides multiple social features with a hybrid HTML5 mobile application, which is powered by OpenText AppWorks Gateway and available on both the Android and IOS platform

KEY INTEGRATIONS
• OpenText Content Server
• OpenText Tempo Box
• OpenText Web and Social Analytics
• OpenText Web Experience Management
• OpenText Portal
DESCRIPTION
OpenText Customer Communications Management (CCM) transforms ordinary customer communications into powerful one-to-one marketing channels.

PRODUCT OVERVIEW
CCM solutions help organizations create, produce, and distribute enterprise documents on-demand and engage more profitably with customers through the automation of customer communications. Personalized documents are created through rules-based dynamic assembly and presented to customers, partners, and suppliers in multiple formats across multiple channels to drive business impact. From one-to-one contact to the high-volume production of documents, CCM simplifies and automates document-related business processes to improve business performance and efficiency.

PRODUCT HIGHLIGHTS
- Hands-on correspondence creation with content control and business rules application to selectively embed content into documents
- User access to pre-approved templates to create and personalize business communications
- Collector functionality to store documents in short-term, ready-reference repository to be viewed, recalled, or re-sent in a matter of seconds
- Web-based process allows for review, modification, and approval or rejection of customer-bound correspondence
- Easy integration with Enterprise Resource Planning and supply-chain systems and applications such as SAP®
- Monitor, optimize, and control document production

KEY INTEGRATIONS
- OpenText Media Management
- OpenText Process Suite Platform
- SAP®
DESCRIPTION

OpenText Portal Options extend OpenText Portal functionality to a back-end document management system such as OpenText Content Server or Microsoft SharePoint®.

PRODUCT OVERVIEW

Portal Options provide a highly scalable and efficient means of aggregating content and applications for use across a variety of initiatives inside and outside the firewall. OpenText Portlets for Content Server and SharePoint® is a library of portlets that allow users to interact with one or more instances of Content Server or SharePoint® within OpenText Portal-managed web pages, enabling users to stay within the context of their portlets while leveraging the document management capabilities of the back-end system.

PRODUCT HIGHLIGHTS

- Portlets for Content Server enables users to create and manage folders and documents while staying in the context of their employee intranet, extranet, or Internet website and to associate additional metadata such as categories and Content Server attributes for documents and folders to help better identify, track, and find content.
- Portlets for SharePoint® provides the ability for organizations to create composite mash-up applications and views based on Microsoft SharePoint content and giving end-users the option to select preconfigured views, create new views, or filter personalized list views.

KEY INTEGRATIONS

- OpenText Content Server
- Microsoft SharePoint®
DESCRIPTION
Web Experience Management (WEM) Options are add-ons to an enterprise Content Management System (CMS) application solution that help provide consistent and engaging user experiences.

PRODUCT OVERVIEW
The web has created savvy and empowered consumers who prefer their own methods for finding, researching, and purchasing products and services online. Basically, if you don't present the right content the first time around, you won't get a second chance. WEM Options, such as OpenText High-Performance Web Delivery, OpenText Semantic Navigation, OpenText Web Experience Recommendations, and OpenText Web and Social Analytics, supplement WEM to help companies convert valuable visitors into loyal customers by giving them the information they want in a natural and identifiable format. They help transform data into insight, engage customers with targeted and personalized messages, increase online conversion rates, lower customer support cost, and generate more qualified leads.

PRODUCT HIGHLIGHTS
- High-Performance Web Delivery provides a unique, integrated combination of real-time caching and intelligent cache management that improves dynamic website performance and makes sites more scalable, while reducing cost and manual overhead
- Semantic Navigation analyzes and indexes the content on an organization's website and applies content analysis algorithms to build a detailed semantic footprint for every page and present website visitors with relevant information
- Web Experience Recommendations makes recommendations across all sales and marketing channels to optimize each phase of online marketing campaign lifecycles and provide customers with a more relevant web experience
- Web and Social Analytics delivers real-time information about website visitors and social interaction

KEY INTEGRATIONS
- OpenText Content Server
- OpenText Web Experience Management
- OpenText Media Management
- OpenText Portal
DESCRIPTION
OpenText Media Management Options are OpenText Experience Suite Add-ons that extend the functionality of OpenText Media Management.

PRODUCT OVERVIEW
Media Management, a proven, tested enterprise Digital Asset Management solution, accelerates the workflow-driven creation, collaboration, production, and distribution of digital media and makes it available to other applications like Web Experience Management or Customer Communications Management to enrich the engagement of those medium. Media Management Options such as OpenText Portal for Media Management, OpenText Media Management Production Application Server Core CPU, OpenText Connectors for Adobe Drive, and OpenText Managed File Transfer extend the core functionality of Media Management to portal interfaces and native applications or accelerate file exchange.

PRODUCT HIGHLIGHTS
• Portal for Media Management allows organizations to create rich, customized browser environments with Media Management system access for users and/or consumers
• Media Management Production Application Server Core CPU allows organizations to expand the number of CPU Cores in a single instance beyond the current limit
• Media Management Connector for Adobe® Drive provides integration with Adobe Creative Suite® 6 (CS6) that enables users in CS to perform asset management functions in native applications
• Managed File Transfer is an integrated technology component in Media Management, which resides on its own server and automatically accelerates file exchange, replacing HTTP or FTP with the patent-pending OpenText Managed File Transfer technology

KEY INTEGRATIONS
• OpenText Media Management
DESCRIPTION
OpenText Customer Communications Management (CCM) solutions provide organizations with the flexibility of on-demand and interactive document creation.

PRODUCT OVERVIEW
Businesses today need to address two major imperatives: instill a greater sense of loyalty in their customers, and simultaneously improve the operational efficiency of internal processes. Simple to deploy and maintain, CCM options deliver dynamic composition, document process automation, and output management capabilities while helping business with their growing challenges around business growth, customer retention, and cost savings.

PRODUCT HIGHLIGHTS
- OpenText Correspondence Management uses personalization to ensure that anything the customer receives is relevant and tailored
- OpenText Interactive Correspondence manages interactive documents that are sent via email and other digital channels
- OpenText High Volume addresses traditional CCM needs for high-volume and high-performance production, in multichannel communications
- OpenText Customer Engagement enables rapid and brand-consistent document design and creation and includes extensive control capabilities.
- OpenText Document Optimization automates manual tasks in a typical document supply chain reducing error and costs
- OpenText Communications Governance helps organizations alleviate the substantial risks posed by poorly managed or unmanaged business communications
- OpenText Billing and Statements introduces a complete document management environment from creation and composition through to high-volume production and multichannel delivery

KEY INTEGRATIONS
- OpenText Customer Communications Management
- OpenText Media Management
- OpenText Process Suite Platform
- OpenText Content Suite Platform
- SAP®
DESCRIPTION
OpenText Video Services is a subscription-based video management & streaming solution.

PRODUCT OVERVIEW
OpenText Video Services enable organizations to build their brand, sell products, improve communications and learning, and increase advertising revenue by providing advanced video management and delivery capabilities. Video Services can help companies drive greater traffic and engagement, reduce the cost and complexity of implementing enterprise video, and reliably deliver video to any device.

PRODUCT HIGHLIGHTS
• Enables rapid deployment of video outside firewall
• Dynamically scalable – maximizes performance while minimizing customer cost and complexity
• Security infrastructure allows for limited viewing restrictions based on audience
• Customizable players with user behavior tracking and complete reporting
• A web console with a single administrative interface enables users to upload and ingest video assets, manage assets and metadata, crop and organize content into playlists, preview and play assets, and review reports and metrics
• A comprehensive REST API
• An out-of-the-box Adobe® Flash® player that provides seamless integration into existing website
• Conversion of a wide array of source digital formats into many popular video output formats, resolutions, size and aspect ratio (video, mobile, podcast, and IPTV formats)
• Live user behavior analytics and more than 20 standard reports out of the box

KEY INTEGRATIONS:
• OpenText Media Management
• OpenText Media Management On Demand
• OpenText Content Server
• OpenText Web Experience Management
INFORMATION EXCHANGE SUITE

PLATFORM
Secure MFT
Secure Mail
Easylink Notifications
Fax2Mail

ADD-ONS
Fax
• RightFax Server
• RightFax Connect
• SAP® Connector for Production Messaging

Integration
• Document Capture and Management

WWW.OPENTEXT.COM/IX
DESCRIPTION

OpenText Information Exchange Suite is a set of solutions within Enterprise Information Management that facilitates efficient, secure, and compliant exchange of information inside and outside of organizations.

OVERVIEW

Information Exchange Suite delivers a comprehensive suite of products that accelerates the time to revenue with supply chain solutions that extend information management strategies to a network of trading partners. The Suite includes messaging and B2B integration services, such as secure mail, large-file transfer, fax, EDI, and notifications, enabling any-to-any transactions. Cloud or on premises or a hybrid of both, Information Exchange Suite enables businesses to accelerate and control how information is delivered.

KEY BENEFITS

• Extends governance policies and best practices across channels to ensure compliance
• Increases the security and reliability of sensitive or complex communications
• Extends your EIM strategy to a trading network of partners
• Shares and manages vital high-volume data exchanges
• Cuts the cost of B2B information exchange processes
• Reduces the administrative burden of B2B information exchange by moving the management of systems to the cloud

ARCHITECTURE

Information Exchange Suite consists of the following components:

• Information Exchange Platform: The foundational offering of the Information Exchange Suite
• Information Exchange Add-Ons: Functional extension to the Information Exchange Suite Platform
DESCRIPTION

OpenText Information Exchange Suite Platform is the foundational platform for the OpenText Information Exchange Suite.

PRODUCT OVERVIEW

Information Exchange Suite Platform is a foundational set of solutions that facilitates the efficient, secure, and compliant flow of information inside and outside the enterprise and encompasses the entire B2B value chain, facilitating an enormous volume of transactional and conversational data through a host of mediums—from electronic faxes and cloud services to file sharing, secure email, electronic data interchange, and managed file transfer. Information Exchange Suite Platform includes OpenText Secure MFT, OpenText Secure Mail, OpenText Notifications, and OpenText Fax2Mail.

PRODUCT HIGHLIGHTS

- Cloud-based secure messaging with enterprise-level encryption and password protection
- Flexible user provisioning
- Large file acceleration directly from users’ desktop
- Data leak prevention
- Real-time audit trail via patented Delivery Slip
- Desktop, mobile, and systems integration

KEY INTEGRATIONS

- User synchronization with Active Directory and LDAP
- Microsoft Outlook®
**DESCRIPTION**

OpenText Secure MFT (Managed File Transfer) delivers a trusted platform to manage the transfer of critical corporate intellectual property inside and outside an organization. A single platform for all file transfer requirements, Secure MFT supports user-to-user-based exchanges, system-to-system file transfers, and any combination. Powered by a superior file acceleration protocol, called STORM, Secure MFT ensures high productivity for global file exchange with support for security and compliance requirements demanded of most enterprises today.

**PRODUCT OVERVIEW**

Secure MFT is an exchange solution for managing the exchange of rich digital content inside and outside an organization. With easy-to-use tools such as Microsoft Outlook® and any web browser, anyone can send large files quickly and securely. The management, security, and audit of content exchange becomes seamless to business users and improves an organization’s compliance, security, and business productivity. Secure MFT is available on-premises, as SaaS, or a hybrid model.

**PRODUCT HIGHLIGHTS**

- Accelerated file transfer without file sizes limitation
- Integration with enterprise directory services, including Microsoft Active Directory® and LDAP
- Data-in-transit and data-at-rest encryption using FIPS 140-2 validated cryptographic module
- Flexible deployment model for global file exchange
- Comprehensive audit trail
- SaaS, on-premises, or a hybrid model
- Integration support with full set of APIs
- Guaranteed delivery including checkpoint restart, QoS, and delivery notifications

**KEY INTEGRATIONS**

- Microsoft Outlook®
- User sync... (etc.)
- Directory and LDAP
- OpenText Media Management
- OpenText Transmittals
DESCRIPTION
OpenText Secure Mail simplifies and integrates security features into corporate email applications, such as Microsoft Outlook® and Gmail®, giving greater control and transparency to enterprises.

PRODUCT OVERVIEW
Secure Mail is a cloud-based secure messaging solution that integrates directly with existing Outlook® email to provide enhanced encryption, tracking, protection, and more control over your existing email system. It enables internal and external users as well as applications to easily exchange secure messages and attachments. Users can send, receive, and track from any device and any location.

PRODUCT HIGHLIGHTS
- Enterprise security
- Tight integration with Microsoft Outlook®
- Message tracking of reads, downloads, replies, and forwards
- Bi-directional exchange of secure email from any device
- Data Leak Prevention (DLP)
- Cloud-based architecture
- Documented REST-based APIs
- Ability to send secure messages to anyone with an email address
- Ability to add passwords to individual messages

KEY INTEGRATIONS
- Microsoft Outlook®, Microsoft Exchange®, and other email systems
- Outlook® toolbar integrates specifically with Microsoft Exchange®
DESCRIPTION

Easylink Notifications is a cloud-based solution for managing global notifications via email, SMS, and voice.

PRODUCT OVERVIEW

Notifications allows organizations to improve customer satisfaction by delivering valuable and timely information that way each customer prefers—via email, SMS, or voice. It enables organizations to deliver proactive, personalized notifications in all major geographies and languages managed from a single, easy-to-use web portal. Easylink Notifications helps enterprises achieve strategic communications goals such as improving overall customer satisfaction and reducing call center costs.

PRODUCT HIGHLIGHTS

- Secure web-based portal to manage all notifications mediums—email, SMS, voice
- Documented APIs for automatic launching and management of jobs
- Call script branching that can automate sophisticated multi-level questionnaires
- Text-to-Speech (TTS) capability in over 40 languages for voice notifications
- Voice capability that give the recipient an option to speak to a live agent and take further action
- Dynamic inserts for message personalization
- Call pacing features
- Cloud-based architecture
- High-volume email communication
- One- and two-way SMS communication for managing customer replies
DESCRIPTION
OpenText Fax2Mail is designed to address the needs of today’s global enterprise, providing cloud-based desktop fax solutions that are highly reliable, available, and secure.

PRODUCT OVERVIEW
Fax2Mail is a 100% outsourced email-based faxing service that allows employees to send and receive faxes as electronic messages, directly from their email accounts—anytime, anywhere. Fax2Mail eliminates the need for fax servers, fax machines, and related infrastructure, reducing fax costs while improving productivity.

PRODUCT HIGHLIGHTS
- On-demand desktop fax messaging
- Industry-standard 128-bit encryption for sent and received faxes
- World-class network that scales to support large data transmissions and peak periods
- Active Directory Synchronization streamlines new user onboarding
- Assortment of User Interfaces (UIs) including email clients and print drivers
- Optional Microsoft Office® toolbar that enables faxing attachments from Outlook®, Word®, Excel®, and PowerPoint®
- Web Services API ensures easy integration with any system, solution, or application

KEY INTEGRATIONS:
- OpenText Document Capture and Management
- OpenText Workflow Services
- Microsoft Outlook®
DESCRIPTION

OpenText RightFax Server provides an enterprise-grade fax solution designed for organizations to integrate fax with virtually any industry application to increase the speed of exchanging information to maximize productivity and cost-savings.

PRODUCT OVERVIEW

RightFax Server integrates fax and document distribution with email, desktop, and document management applications and enables high-volume fax delivery from Customer Relationship Management (CRM), Enterprise Resource Planning (ERP), and other host applications. RightFax Server has the most comprehensive set of features so you can eliminate standalone fax machines and inefficient handling of paper faxes. Turn faxes into part of an electronic workflow to speed processing and handling of the content that drives your business.

PRODUCT HIGHLIGHTS

• Supports high-volume, high-intensity, enterprise-grade faxing by integrating with key business applications—ERP, ECM, CRM, EMR, and virtually any system for faster and more secure exchange of business-critical documents.
• Supports desktop faxing by integrating with email and sending faxes as easily as emails using integration with any SMTP email client
• Helps to maintain compliance with regulations such as HIPAA, Sarbanes-Oxley, and other protected information requirements; ensures fax content remains private via electronic delivery and content does not sit in open public areas with unauthorized access
• Centralizes the control of faxing across an entire global organization with disaster recovery and high availability options for business continuity
• Includes ability to customize and configure to a high degree with modules and tools that meet your faxing needs

KEY INTEGRATIONS

• Email integrations with Microsoft® Exchange® and IBM® Lotus Notes®
• ERP integrations with SAP® and Oracle®
• ECM integrations with Microsoft SharePoint®, IBM FileNet®, OpenText eDOCS, and OpenText Content Server
DESCRIPTION
OpenText RightFax Connect is a cloud-based fax service that enables organizations to easily fax with any OpenText RightFax fax server.

PRODUCT OVERVIEW
RightFax Connect is a cloud-based communication tool that is used to send and receive faxes from any RightFax server without traditional telephone lines. This is a hybrid deployment that combines any RightFax fax solution (on-premises software) with RightFax Connect (cloud-based fax delivery).

PRODUCT HIGHLIGHTS
• Sends and receives faxes from any RightFax fax server using the cloud
• Integrates quickly and easily with RightFax with no physical connections to telephone lines, no complex PBX networks, and no fax boards, fax channels, or fax gateways
• Enables flexibility to send and receive large fax volumes without capacity constraints
• Offers the deep integrations and capabilities of RightFax with secure cloud fax delivery

KEY INTEGRATIONS:
• OpenText RightFax
DESCRIPTION
OpenText SAP® Connector for Production Messaging enables the sending and receiving of faxes through SAP® applications via certified integration.

PRODUCT OVERVIEW
SAP® Connector for Production Messaging provides a seamless interface to SAP®, enabling the sending and receiving of faxes without the need for any on-premises hardware or software. Additionally, fax workflows can be integrated into existing SAP® workflows to make end-to-end order-to-cash processes more efficient. The result is easy and cost-effective fax automation through existing SAP® infrastructures that allows organizations to never have to send or receive a paper fax again, while optimizing the ability to process orders, purchase, pay, and invoice in the cloud.

PRODUCT HIGHLIGHTS
- Ensures proven, certified SAP® integration
- Sends and receives faxes easily and cost-effectively via SAP®
- Accesses fax delivery status in SAP®
- Accounts for delivery status via SAP® workflows
- Supports all email message formats, attachments, and character sets

KEY INTEGRATIONS:
- EasyLink Production Messaging
- SAP Netweaver®
DESCRIPTION
OpenText Document Capture and Management eliminates the need to manually rekey faxed and email forms such as purchase orders, insurance claims, and time sheets.

PRODUCT OVERVIEW
Document Capture and Management transforms forms-based information into electronic data for input into business applications. The cloud-based service extracts data from an inbound fax and delivers it to the customer in the format they require (including Electronic Data Interchange [EDI]) along with the original fax image file.

PRODUCT HIGHLIGHTS
• Transforms manual processes into 100% electronic Straight-Through Processing (STP) solutions
• Facilitates compliance with privacy, security, and other regulations including HIPAA, Sarbanes-Oxley, and the Gramm-Leach-Bliley Act
• Includes multilingual capabilities
• Ensures 99.5%+ data accuracy
• Flows from fax to EDI, meaning it automatically converts fax data into EDI before populating it into the EDI system
• Exists as a fully outsourced solution
• Converts information from over 100 electronic data formats (EDI, XML, ACORD XML, etc.)

KEY INTEGRATIONS:
• OpenText Fax2Mail
• OpenText Production Messaging
• EasyLink Managed Services
• GXS Trading Grid Messaging Service
• GXS Managed Services
OPENTEXT DISCOVERY SUITE

PLATFORM
InfoFusion Integration Center

APPLICATIONS
Auto-Classification
eDiscovery Early Case Assessment
Semantic Navigation
Federated Query Server

WWW.OPENTEXT.COM/DISCOVERY
DESCRIPTION

OpenText Discovery Suite is an integrated suite of information discovery products that provide search, content analytics, and discovery capabilities to all of the OpenText product suites.

OVERVIEW

Discovery Suite provides a corporate engine for innovation based on social collaboration and search across multiple repositories. Organizations can accelerate time to value using search and content analytics to identify, control, and govern valuable content across their Enterprise Information Management architecture and then amplify its value through better access, collaboration, and content reuse.

KEY BENEFITS

• Eliminates silos with a Unified Information Access Platform for enterprise sources and content
• Brings structure to the unstructured with content analytics to normalize and enrich metadata
• Manages content and makes content smarter with problem-specific unified information applications
• Controls the lifecycle of content with auto-classification of content, collection, and early case assessment for eDiscovery

ARCHITECTURE

Discovery Suite consists of the following components:

• Discovery Suite Platform: The foundational offering for the Discovery Suite
• Discovery Suite Applications: Solutions built on the Discovery Suite Platform where the goal is to address a specific information discovery challenge
• Discovery Suite Add-Ons: Functional extensions of the Discovery Suite Platform
DESCRIPTION

OpenText InfoFusion Discovery Suite Platform is the foundational platform for the OpenText Discovery Suite.

PRODUCT OVERVIEW

InfoFusion Discovery Suite Platform uses search and content analytics on enterprise information to accelerate time to value. It transforms “big content” from a costly byproduct of today’s knowledge workers to a valuable resource that drives innovation and powers customer engagement. Along with the InfoFusion platform, it contains content management system connectors and developer APIs.

PRODUCT HIGHLIGHTS

- Highly efficient and secure search of enterprise content
- Platform connectors that enable access to enterprise information sources from a wide range of content management applications, including OpenText, Documentum, FileNet, and SharePoint®
- A rich library of UI components and APIs enables rapid development of search and content analytics applications using standard development tools
- Open standards support includes CMIS support for common metadata scheme and a CMIS API
- Support for multinational and multilingual deployment (auto-detection of languages, language-specific parsers for text extraction and indexing, and search algorithm optimized for the source language)
- Outbound, inbound, and hybrid permissions
- Flexible deployment options

KEY INTEGRATIONS

- OpenText Content Server
- OpenText Directory Services
- OpenText AppWorks
- Microsoft SharePoint®
- Documentum
- FileNet
DESCRIPTION
OpenText InfoFusion Integration Center is a data and content integration platform that enables organizations to transform information from where it is to where it needs to be.

PRODUCT OVERVIEW
OpenText InfoFusion Integration Center delivers rapid data integration and automates the migration of unstructured content and associated metadata, both of which are critical for organizations as they consolidate Enterprise Content Management and Archive environments. InfoFusion Integration Center can also migrate, enrich, and apply records management controls on structured business data from legacy applications to the OpenText Content Suite. Decommissioning legacy applications allows organizations to reduce costs and safeguard content.

PRODUCT HIGHLIGHTS
• Integrates, transforms, and migrates structured and unstructured content from one business system to another, including ERP, CRM, SCM, ECM, and custom applications
• A complete range of database and repository connectors, including connectors to OpenText repositories, file shares, multi-dimensional databases
• Track Changes, Impact Analysis, and Auto Documentation features to enable management of integration projects with minimal overhead
• Schedule- or event-based process initiation
• Process monitoring and full history and audit-trail reporting
• Integration with InfoFusion Search and Content Analytics

KEY INTEGRATIONS
• OpenText Content Suite
• FileServers
• Microsoft SharePoint®
• Databases
• Web Services
DESCRIPTION
OpenText Auto-Classification is an OpenText Discovery Suite application and the first automated classification solution with built-in transparency and defensibility.

PRODUCT OVERVIEW
Auto-Classification is a next-generation solution that combines industry-leading records management with cutting-edge semantic capabilities for classification of content. It eliminates the need for business users to manually identify records and apply requisite classifications and provides organizations with the control and accuracy needed to apply corporate policy on large volumes of information without end-user involvement. By taking the burden of classification off the end user, records managers can improve consistency of classification and better enforce rules and policies.

PRODUCT HIGHLIGHTS
• Step-by-step tuning guide and feedback for easy configuration and optimization of the classification processes
• Built-in statistical sampling and quality assurance
• Advanced classification process based on a hybrid approach that combines machine learning, rules, and content analytics
• Ability to define classification rules using keywords or metadata
• Automatic sampling and benchmarking with a complete set of metrics to assess the quality of the classification process
• Advanced reports on a statistically relevant sample to review and code documents that have been automatically classified to manually assess the quality of the classification results

KEY INTEGRATIONS
• OpenText Content Suite
DESCRIPTION
Open Text eDiscovery Early Case Assessment powered by Recommind uses search and collection to reduce the time and cost burden for legal and IT to support eDiscovery, reduce or eliminate processing costs, and most importantly, significantly diminish the volume of content that must be sent for review.

PRODUCT OVERVIEW
eDiscovery Early Case Assessment by Recommind enables enterprises to quickly and accurately explore data where it resides—before collection and preservation. This provides a unique and powerful method to assess the merits of a proceeding far earlier than what was previously possible. eDiscovery extends the capabilities for applying litigation holds inside of OpenText Content Suite Platform and allows that content to be searched and collected. It also helps organizations reduce the review costs by culling the content that must be sent for review.

PRODUCT HIGHLIGHTS
- Information processing from disparate sources, including file servers, Microsoft SharePoint®, email, desktops, and OpenText Collections Server
- Rapid visibility into key terms, content, issues, and custodians in preparation for the meet-and-confer stage of the eDiscovery process
- Flexible and powerful search features
- Smart filters to group information by categories for quick understanding and easy navigation of the document set
- Ability to categorize information within a hold to reduce the size of the data set and to cull document sets by identifying duplicates in user files, emails, and attachments
- Support for exporting file and metadata for direct import into review applications, reading them for analysis by internal counsel

KEY INTEGRATIONS
- OpenText Content Server
- Microsoft Exchange®
- Lotus Notes®
- Microsoft SharePoint®
- Fileshares
- Desktops
DESCRIPTION
OpenText Semantic Navigation is an OpenText Discovery Suite application for website search that combines content analytics with information retrieval for a highly relevant user experience.

PRODUCT OVERVIEW
Semantic Navigation aggregates content from any number of sources and repositories, automatically presenting website visitors with relevant content based on their search queries. It does so by analyzing and indexing the content on the web to build a detailed semantic footprint for every page. This patented analysis uncovers related content and suggests similar content when a user searches a site. As a result, content is more relevant and users find what they are looking for—not just what they are searching for!

PRODUCT HIGHLIGHTS
• Out-of-the-box templates and industry-standard taxonomies enable easy website deployment including semantic widgets, faceted navigation, and dynamic topic pages
• Nuance, tone, and relevance identification help drive highly specific content search results
• Automatic content analysis and metadata tagging to help discern relevant and insightful keywords, topics, summaries, and sentiments
• SEO-enhancing web page delivery
• Content aggregation from multiple sources based on semantic keywords
• Metrics and configuration control the placement of search results and advertisements based on keywords

KEY INTEGRATIONS
• OpenText Web Experience Management
DESCRIPTION

OpenText Federated Query Server is an OpenText Discovery Suite application that allows a user to conduct a federated search across several different content repositories.

PRODUCT OVERVIEW

Federated Query Server is a tool for creating federated search solutions, which enable users to submit a single query to multiple information sources accessible on an intranet or on the Internet and present a single unified, sorted, de-duplicated set of search results. Federated Query Server can be used as a standalone solution or middleware between applications or be deployed with OpenText Content Server to present external search results inside Content Server.

PRODUCT HIGHLIGHTS

• Single search box searches across internal repositories, external repositories, or a combination of both
• Support for keyword and Boolean queries
• Aggregates results into a single, sorted hit list
• Support for up to 50 query boxes
• Support for secure servers using SSL 2.0, SSL 3.0, TLS 1.0, HTTP redirection, and Basic authentication

KEY INTEGRATIONS

• OpenText Content Server
B2B INTEGRATION

Trading Grid Messaging Service
Managed Services
BizManager
Intelligent Web Forms
Trading Grid for Excel®
Active Orders
Active Invoices
Active Community
Active Intelligence
Active Catalogue
Swift Service Bureau
Expert Onboarding

WWW.OPENTEXT.COM/CLOUD
PRODUCT: OPENTEXT TRADING GRID™ MESSAGING SERVICE

DESCRIPTION
OpenText Trading Grid™ Messaging Service enables the electronic exchange of business documents in both XML and EDI document standards.

PRODUCT OVERVIEW
Trading Grid™ Messaging Service enables the electronic exchange of business documents in a secure, fast, and reliable manner. Documents can be sent in XML and EDI document standards. Trading Grid Messaging Service can be accessed via the Internet using a variety of communications options such as FTP and AS2.

PRODUCT HIGHLIGHTS
• Support for EDI (ANSI X12, EDIFACT, TRADACOMS, EANCOM), proprietary formats (spreadsheets, SAP IDocs), and XML (RosettaNet, ebXML) standards
• Private networking options include leased line and MPLS, as well as industry networks such as ANX and ENX
• Supports IP protocols including AS2, AS3, HTTP/S, FTP/SSL, SFTP, and FTP over private IP
• Available proprietary and regional connectivity protocols including MQ, OFTP, and X.400
• Real-time insight into B2B transactions with Trading Grid Online including—a web-based administrative portal
• Online registration, document status tracking, and technical support

KEY INTEGRATIONS
• OpenText Managed Services
• OpenText Intelligent Web Forms
• OpenText Trading Grid for Excel®
• OpenText BizManager™
• OpenText TrustedLink™
• OpenText Active Invoices with Compliance
• OpenText Active Intelligence
• OpenText Active Catalogue
• EasyLink Network
**PRODUCT:** OPENTEXT MANAGED SERVICES

**DESCRIPTION**
OpenText Managed Services is a hosted business-to-business (B2B) outsourcing service that manages B2B integration operations.

**PRODUCT OVERVIEW**
OpenText Managed Services provides the expertise, technical infrastructure, and process support for critical B2B programs. Managed Services experts perform all activities such as mapping, connectivity, onboarding, testing, monitoring, and end-user support, quickly connecting business partners, and scaling up and down the number of people on projects as required. All required technology is hosted in an integration cloud so there is no software to license or hardware to buy.

**PRODUCT HIGHLIGHTS**
- Global infrastructure that provides the highest levels of uptime, throughput, and intrusion prevention
- Map and forms development for any industry-standard messages, including EDI, XML, and structured file format
- Support for complex mapping scenarios
- Community onboarding for business partners including customers, suppliers, distributors, logistics providers, and financial institutions includes education and consultation
- Activity monitoring of B2B infrastructure and trading partner communications that proactively identifies, troubleshoots, and resolves exception scenarios
- End-to-end visibility into the lifecycle of all transactions, including timely status alerts via easy-to-use online portal
- 24x7 call center support, troubleshooting, and problem resolution in time zones around the world in 12 languages

**KEY INTEGRATIONS**
- SAP®
- Oracle®
- OpenText Active Orders
- OpenText Active Invoices with Compliance
- OpenText Active Intelligence
PRODUCT:  OPENTEXT BIZMANAGER

DESCRIPTION
OpenText BizManager is a family of software that offers a complete B2B communications gateway for messaging, Managed File Transfer, and data translation.

PRODUCT OVERVIEW
The OpenText BizManager family of products offers a comprehensive B2B communications gateway for messaging, MFT, mapping, translation, tracking, and auditing transactions. Built to securely leverage the Internet and designed to incorporate and simplify industry standards, BizManager ensures the uninterrupted flow of information and direct, secure transport of all types of data and documents. BizManager includes: OpenText BizLink, OpenText BizConnect, OpenText BizManager400, and OpenText BizManager with Transformation.

PRODUCT HIGHLIGHTS
• Simplifies business partner connectivity and management
• Consolidates solutions and achieves 100% business partner connectivity
• Complies with industry mandates and business partner requirements
• Minimizes inefficiencies, transaction processing costs, and cycle times
• Gains real-time visibility into business activity and performance
• Supports future growth – scale to any number of connections or transfer volumes
• Expedites issue resolution and control

KEY INTEGRATIONS
• OpenText Trading Grid Messaging Service
• OpenText Managed Services
PRODUCT:  OPENTEXT INTELLIGENT WEB FORMS

DESCRIPTION
OpenText Intelligent Web Forms is a service that enables small- to medium-sized businesses create, send, and receive electronic documents using a web browser.

PRODUCT OVERVIEW
Intelligent Web Forms offers businesses a simple web forms application where they can view and/or create electronic documents like purchase orders, ship notices, invoices, and remittance advices. There is no EDI software to license or install. All that is required is an Internet connection and a browser. The web forms look just like their paper equivalents, so there is minimal training required.

PRODUCT HIGHLIGHTS
• Web forms can be built to unique specifications so suppliers/customers can send information in the exact data fields that ERP applications are expecting
• Pre-populated forms, drop-down lists, and document turn-around capabilities minimize data entry and speed document creation
• Built-in data validation and business rules help ensure data accuracy
• Built-in intelligent search functionality
• Real-time product lookup enables customers to easily create purchase orders for valid products
• Web forms interface availability in English, Czech, French, German, Greek, Italian, Portuguese, Spanish, Korean, Simplified Chinese, and Japanese

KEY INTEGRATIONS
• OpenText Trading Grid Messaging Service
• OpenText Managed Services
PRODUCT: OPENTEXT TRADING GRID® FOR EXCEL®

DESCRIPTION
OpenText Trading Grid for Excel® is a service that enables small- to medium-sized business partners electronically create, send, and receive electronic documents using Microsoft Excel®.

PRODUCT OVERVIEW
Trading Grid for Excel® enables organizations to trade electronically with Excel®-based suppliers or customers, offering a very short time to benefit. Using customized Excel®-based spreadsheet templates, business partners can view and/or create business documents such as orders, invoices, or forecasts according to specific requirements. These documents can automatically flow into back-office systems for processing. There is no EDI software required to license or install.

PRODUCT HIGHLIGHTS
• Rapid registration and download of customized Excel® template(s)
• Ability to use Excel® as usual to fill in business documents
• Document turnaround, templates, and built-in data validation and business rules help ensure data accuracy and document completeness
• User interface availability in Czech, English, French, German, Greek, Italian, Korean, Portuguese, Simplified Chinese, Spanish and Japanese

KEY INTEGRATIONS
• OpenText Trading Grid Messaging Service
• OpenText Managed Services
• Microsoft Office®
PRODUCT: OPENTEXT ACTIVE ORDERS

DESCRIPTION
OpenText Active Orders is a cloud-based service that provides supply chain visibility into the procure-to-pay process.

PRODUCT OVERVIEW
OpenText Active Orders is designed to be the one place to look for the status of any outstanding order. All the changes, shipping, and invoicing information related to an order is aggregated and then displayed in one consolidated view. Active Orders is a Software as a Service (SaaS) application, so there are no licenses to purchase and no painful upgrades to endure. We handle all the configuration and day-to-day operations of the application.

PRODUCT HIGHLIGHTS
- SaaS application
- Orders generated by the buyer’s ERP application are communicated to suppliers via EDI, XML or format of their choice and received by suppliers via the Active Orders portal.
- Notifications can be sent to end users responsible for order fulfillment, customer service, and sales function
- Suppliers can generate ASNs (Automated Shipment Notification) specifying the details of the contents, arrival date, and transportation carrier for an upcoming delivery
- Over 100 configurable data quality rules can be adjusted to ensure the buyer always receives an accurate and complete ASN
- Interface support to leading WMS (Warehouse Management System) solutions from Oracle, SAP, Red Prairie, i2, JDA, Manhattan Associates, and others

KEY INTEGRATIONS
- OpenText Managed Services
PRODUCT: OPENTEXT ACTIVE INVOICES WITH COMPLIANCE

DESCRIPTION
OpenText Active Invoices with Compliance is a service that enables your business to globally exchange electronic invoices that comply with country-specific e-invoicing regulations.

PRODUCT OVERVIEW
Active Invoices with Compliance enables companies to send and receive electronic invoices that comply with country-specific regulations for Value-Added Tax (VAT), security, and archiving. The service is backed by a team of analysts skilled in country-specific accounting and data management and provides services that help satisfy government policies.

PRODUCT HIGHLIGHTS
• Automated integration of invoices into EDI or ERP systems
• Real-time insight into invoice transactions with Trading Grid Online—a web-based administrative portal
• A secure online archive for all invoice-related documents provides an audit trail of transactions and management information, as well as a reliable repository for legal document retention
• Electronic invoice validation ensures that all data required by law and the business are included
• Depending upon country regulations, creation of a digitally signed PDF invoice image or data file as the tax invoice

KEY INTEGRATIONS
• OpenText Trading Grid Messaging Service
• OpenText Managed Services
PRODUCT: OPENTEXT ACTIVE COMMUNITY

DESCRIPTION
OpenText Active Community is a cloud-based enterprise community management solution that delivers people and process solutions across the supply chain.

PRODUCT OVERVIEW
Active Community facilitates better, faster, and easier B2B collaboration between company employees and individuals within other organizations through the centralization and warehouse of critical information about customers, suppliers, logistics providers, and financial institutions. Data captured can include details related to contact information, e-commerce readiness, regulatory compliance, consumer product safety, supplier diversity programs, and environmental responsibility surveys. Collaboration tools enable the use of up-to-date partner information to reduce supply chain risk, enable informed decision-making, and avert business disruption.

PRODUCT HIGHLIGHTS
- A centralized directory for partner information, accessible to all appropriate internal personnel
- Ability for partners to access the directory to update their own company and contact profile
- Automatic notifications can be sent as update reminders according to defined schedules
- Powerful search, tagging, project management, and survey tools to send mass communications to segment and monitor partner base
- Automated process of collecting, tracking, and analyzing business terms, contracts, and key partner credentials
- An online directory stores digital compliance profiles for business partners, including compliance certificates, reducing business and legal risks that result from non-compliance
- A comprehensive API that facilitates direct integration with an ERP system such as Oracle® or SAP® helps to ensure key information contained within other central business systems can be kept in sync with the data held within Active Community

KEY INTEGRATIONS
- Oracle®
- SAP®
PRODUCT: OPENTEXT ACTIVE INTELLIGENCE

DESCRIPTION
OpenText Active Intelligence is a hosted service that improves the quality and timeliness of electronic transactions, avoiding any impact on back-office processes.

PRODUCT OVERVIEW
Active Intelligence is a service that monitors B2B transactions in real time as they flow through the network to ensure that they are accurate and comply with a company's business rules. The service sends alerts when transactions are not accurate or do not comply with business rules, providing the critical visibility needed for efficient and effective B2B operations.

PRODUCT HIGHLIGHTS
- Real-time data quality check
- Cross-document comparisons ensure that data that is common across documents is accurate and complete
- Quarantines for duplicate documents and documents with errors
- Real-time email alerts for document arrival or rejected, missing, or late documents
- Self-service portal for research, reporting, and action via Trading Grid Online
- Business rules tailored to the company's processes

KEY INTEGRATIONS
- OpenText Trading Grid Messaging Service
- OpenText Managed Services
PRODUCT: OPENTEXT ACTIVE CATALOGUE

DESCRIPTION
OpenText Active Catalogue is a hosted SaaS application that enables product data synchronization for retailers and suppliers.

PRODUCT OVERVIEW
Active Catalogue is the retail industry’s leading product data synchronization application, allowing marketers, manufacturers, and suppliers to share their latest product information, such as price, style, color, size, and more than 600 product attributes and images, with retailers. Active Catalogue offers a complete solution for item set-up and synchronization, supporting the latest GS1 System global standards and initiatives so that companies can move forward with confidence in a standards-based technology when they are ready.

PRODUCT HIGHLIGHTS
• A large database of product information with more than 150 million unique items
• More than 600 different product attributes, such as brand name, description, price, style, color, and size
• Certified by GS1 as compliant for 1SYNC® users
• Extended data attributes hold all product content and share it with retail customers
• Support for multiple implementations including Web Services, inbound EDI 832, XML, flat file (CSV) documents, and web-based data entry
• Multiple access point options for retailers including web-based user interface, EDI, XML, and real-time application integration
• Support for the exchange of unstructured data, such as stock photography and QR codes

KEY INTEGRATIONS
• OpenText Intelligent Web Forms
PRODUCT: OPENTEXT SWIFT SERVICE BUREAU

DESCRIPTION
OpenText SWIFT Service Bureau allows financial institutions and corporations to access the SWIFT network with a single access point through OpenText Managed Services.

PRODUCT OVERVIEW
SWIFT Service Bureau enables financial institutions and corporations to quickly, easily, and cost-effectively gain access to the SWIFT network without taking on the administrative burdens or costs of managing an in-house SWIFT IT infrastructure. SWIFT Service Bureau delivers a single, secure gateway to communicate financial messages such as payment instructions, bank statements, foreign exchange transactions, and securities holdings reports between financial counterparties.

PRODUCT HIGHLIGHTS
• Secure, outsourced connectivity to the SWIFT network eliminates the need to invest in on-premises infrastructure, maintenance, and personnel
• Support for any SWIFTNet message standard, including FIN, FileAct, and MT ISO 20022
• File translation and transformation capabilities enable work with the formats, protocols, and standards of choice while still accessing the value of a SWIFT connection
• The same stringent information security standards and levels that banks rely on to communicate with each other
• A global partner with a presence in major financial centers around the world to help engage and work in-country with local banks and corporate divisions as well as with the rest of the global banking community

KEY INTEGRATIONS
• OpenText Managed Services
**PRODUCT:** OPENTEXT EXPERT ONBOARDING

**DESCRIPTION**
OpenText Expert Onboarding offers best-in-class community management through global trading partner ramping, technical support, and change management.

**PRODUCT OVERVIEW**
Expert Onboarding provides a team of specialists and services that use best practices and tools to implement an organization’s business partners, such as suppliers, customers, financial institutions, and third-party logistics companies, so they can participate in and comply with e-commerce initiatives. Expert Onboarding enables the quick, successful launch of e-commerce programs, providing the proven tools and expertise needed for ongoing success—be it EDI, data synchronization, AS2, or VAN migrations.

**PRODUCT HIGHLIGHTS**
- Proven community implementation methodology
- Customized program development and management
- Partner communications for via email, phone calls, and surveys
- Program awareness and education to business partners via a variety of methods, such as webinars, training materials, and personalized community website testing facilities and technical support to partners as they step through the connectivity, testing, and setup processes
- Transition planning for ongoing community support

**KEY INTEGRATIONS**
- OpenText Trading Grid Messaging Service
- OpenText Managed Services
- OpenText Intelligent Web Forms
- OpenText Trading Grid for Excel®
- OpenText Active Orders
- OpenText Active Invoices with Compliance
- OpenText Active Catalogue
ECOSYSTEM

SUITE FOR ORACLE
Extended ECM for Oracle® eBusiness

SUITE FOR MICROSOFT
Application Governance & Archiving for SharePoint®
Capture for SharePoint®
SharePoint® Services for Extended ECM for SAP®

SUITE FOR SAP®
Archiving for SAP®
Extended ECM for SAP®
Digital Asset Management for SAP®
Document Presentment for SAP®
Document Access for SAP®
Employee File Management for SAP®
Portal Content Management for SAP®
Travel Receipts Management for SAP®
Vendor Invoice Management for SAP®

WWW.OPENTEXT.COM/SAP
WWW.OPENTEXT.COM/MICROSOFT
WWW.OPENTEXT.COM/ORACLE
DESCRIPTION
OpenText Extended ECM for Oracle® E-Business Suite integrates the power of OpenText Content Suite with Oracle® E-Business Suite.

PRODUCT OVERVIEW
Extended ECM for Oracle® E-Business Suite (EBS) expands on the pioneering success of OpenText Extended ECM for SAP® Solutions. The integration gives Oracle® EBS users a 360-degree view into unstructured content associated with Oracle® EBS ERP transactions. To increase business efficiency, it allows transactional metadata from Oracle® EBS to be associated with each piece of managed content and presents them together on screen in easy-to-use workspaces. It maximizes productivity by providing users with the ability to work in the process context, whether they are within Oracle® EBS or Content Suite.

PRODUCT HIGHLIGHTS
• Optimal productivity for Oracle® EBS users via Enterprise Information Management (EIM)
• Ability to work with content in context of user’s own business process
• Content digitization, process automation, and versioning support
• Quick response to electronic investigations and discovery requests via eDiscovery support
• Certified enterprise records management program compliant with the U.S. Department of Defense’s 5015.2 and other worldwide compliance regulations
• Unique, shared workspaces provide an intuitive, new work paradigm to foster joint ERP-EIM productivity

KEY INTEGRATIONS
• OpenText Content Suite Platform
• Oracle® E-Business Suite
DESCRIPTION
OpenText Application Governance & Archiving for Microsoft SharePoint® provides integrated, end-to-end management of SharePoint sites and documents across an entire enterprise.

PRODUCT OVERVIEW
Application Governance & Archiving for Microsoft SharePoint® is the only solution that combines all content sources for a sound Information Governance strategy, sophisticated site deployment and management tools, a framework for provisioning native SharePoint® business applications with built-in compliance, and the ability to integrate enterprise systems and other content sources in a single solution. The available bundles include OpenText Application Governance & Archiving for SharePoint Full Bundle, OpenText Application Governance & Archiving for SharePoint Add-On Bundle and OpenText Enterprise Library Web Parts for Microsoft SharePoint®.

PRODUCT HIGHLIGHTS
- Web parts for seamless access with Content Server
- Full functionality to interact with content and metadata
- SharePoint® Search federation and indexing
- Records Management and archiving for SharePoint® documents, lists, and sites
- Support for manual processes as well as rule-based automation
- Electronic and physical records
- DoD 5015.01 certified and VERS compliant
- Faceted browsing
- SharePoint® storage optimization through BLOB optimization
- Content indexing and search with Microsoft FAST Search for SharePoint®

KEY INTEGRATIONS
- OpenText Content Server
- OpenText Records Management
- OpenText Email Solutions for Microsoft Exchange®
- Microsoft SharePoint® and SharePoint® Online (Office 365®)
DESCRIPTION
OpenText Capture for Microsoft SharePoint® is a powerful and easy-to-use scan and capture solution.

PRODUCT OVERVIEW
Capture for Microsoft SharePoint® leverages SharePoint® as a seamless, single point of access to scanned images and documents. The solution provides the ability to scan documents with high- or low-volume scanners, index documents, and bring them into SharePoint®. It is a fully automated solution and delivers extended document classification if required. Documents can also be imported from email servers, FTP servers, network file shares, and even from Microsoft SharePoint® itself.

PRODUCT HIGHLIGHTS
• Offers option to manually extract index fields or leverage the semi-automatic data entry technology inherent in OpenText Capture Center
• Includes Scan Client, including industry-leading OCR capabilities
• Includes Indexing Client, featuring patented single-click entry for efficient data entry
• Includes Customizing Client, for configuration and customization of the scanning, indexing, and exporting process
• Monitors and provides overviews and status information about documents in process
• Documents imports from email servers, FTP servers, network file shares, and Microsoft SharePoint®

KEY INTEGRATIONS
• OpenText Capture Center
• OpenText Content Server
• Microsoft SharePoint® Server
DESCRIPTION
OpenText SharePoint® Services for Extended ECM for SAP® supports management of SharePoint® content to improve document and data access across the enterprise.

PRODUCT OVERVIEW
SharePoint® Services for Extended ECM for SAP® helps organizations increase productivity, enforce compliance and archiving policies, and lower administration and storage costs. SharePoint® Services for Extended ECM preserves Microsoft SharePoint® users’ ability to create and share Microsoft SharePoint® sites and documents. When Extended ECM is integrated with SharePoint® Services for Extended ECM, teams across an organization can interact with Microsoft SharePoint® content and SAP® software content using business workspaces.

PRODUCT HIGHLIGHTS
• Consolidation of Microsoft SharePoint® content, SAP® transaction data, and document control
• Enriched content with contextual metadata for Enterprise Content Management (ECM)
• Advanced site templates, site archiving and deletion functionality, and user self-services to reduce IT dependency
• Rule-based archiving and record management functionality helps reduce non-compliance risk, increase control of site management and replication, and eliminate data silos

KEY INTEGRATIONS
• OpenText Extended ECM for SAP
• Microsoft SharePoint® and SharePoint® Online (Office 365®)
DESCRIPTION
OpenText Archiving for SAP® Solutions provides secure archiving and imaging for SAP data and documents.

PRODUCT OVERVIEW
Archiving for SAP® Solutions is a seamless integrated business document solution for SAP® applications that provides imaging and high-volume archiving capabilities for incoming and outgoing documents as well as desktop documents. The solution is seamlessly integrated with the SAP® system: retrieval, access, and document display all take place directly within the SAP® application. The centralized storage and management of the documents simplifies and speeds up retrieval to the documents and guarantees rapid processing.

PRODUCT HIGHLIGHTS
• Outbound document archiving
• Document linking with SAP® transactions
• Bulk-import and high-volume scanning support
• Data viewing with notes and annotation capability
• Secure archiving for SAP® print lists and data files
• Aged data management
• Flexible storage and retrieval
• Office document rendering into standard, long-term formats like TIFF or PDF/A

KEY INTEGRATIONS
• OpenText Data Archiving for SAP® Solutions
• OpenText Document Access for SAP® Solutions
DESCRIPTION
OpenText Extended ECM for SAP Solutions extends the transactional process management capabilities of SAP Business Suite® with comprehensive ECM capabilities.

PRODUCT OVERVIEW
Extended ECM for SAP Solutions is a complete, enterprise-grade ECM solution that integrates deeply with SAP. Unstructured content of any sort can be managed throughout its lifecycle and, more importantly, associated with any SAP process. This solution adds data and document archiving, imaging, document management, collaboration, U.S. Department of Defense 5015.2-certified records management, and application-spanning virtual views of related information to any SAP system.

PRODUCT HIGHLIGHTS
• Offers SAP users a 360-degree view into any and all content associated with transactions
• Enables users of non-SAP applications (such as Microsoft Office®, Microsoft Outlook®, web, or an enterprise portal) to leverage SAP content without extensive training as they can be given access to SAP information or content associated with SAP business objects
• Empowers users to determine which process each piece of managed content is connected to by associating each item with transactional metadata from SAP
• Eliminates need for multiple disconnected repositories and simplifies the IT landscape because content in the ECM platform is connected to SAP enterprise applications
• Ensures relevant documents are retained for the right amount of time—ensuring regulatory compliance and reducing legal risk—by integrating records management from the ECM solution

KEY INTEGRATIONS
• OpenText Data Archiving for SAP Solutions
• OpenText Archiving for SAP Solutions
• OpenText Document Access for SAP Solutions
• OpenText Portal Content Management for SAP Solutions
• OpenText Content Lifecycle Management
• OpenText Microsoft SharePoint Services for Extended ECM for SAP Solutions
• SAP Business Suite (SAP ERP, CRM, SCM, SRM, PLM)
• SAP NetWeaver®
DESCRIPTION

OpenText Digital Asset Management for SAP® Solutions is a market-leading Digital Asset Management (DAM) technology tightly integrated with business solutions from SAP®, based on OpenText Media Management but tailored for integrated SAP® scenarios.

PRODUCT OVERVIEW

Digital Asset Management for SAP® Solutions integrates digital assets across the SAP® business processes landscape, enabling a single point of management. Enterprise-grade DAM capabilities support a product lifecycle from idea through to manufacture, marketing to sales and customer support. Integration with customer-facing channels such as web, mobile, and catalogue creation support the vision of a media-enabled business. The solution can be used as a standalone DAM solution or be directly integrated into SAP® business processes, using native SAP® connectivity.

PRODUCT HIGHLIGHTS

- Seamless SAP CRM integration for Marketing (MRM)
- SAP ERP (ECC) Master Data integration and UI enhancement (MDM)
- hybris Product Content Management for eCommerce (PIM)
- SAP Netweaver and OpenText DAM event integration
- Generic SAP business object integration
- Automatic metadata synchronization
- Native SAP user interface integration
- Single-Sign On (SSO)
- Automated IPTC/XMP extraction
- Rich and flexible UI
- Native BPM/workflow support for DAM processes

KEY INTEGRATIONS

- OpenText Portal for Media Management
- Adobe CS Suite®
- OpenText Document Presentment for SAP® Solutions
- OpenText Archive Server
- SAP NetWeaver®, CRM, ERP (ECC) and hybris PCM
DESCRIPTION
OpenText Document Presentment for SAP® Solutions allows businesses to automatically create and present documents in dynamically adjustable formats.

PRODUCT OVERVIEW
Document Presentment for SAP® Solutions automates the generation and multi-channel distribution of personalized enterprise documents out of SAP® and non-SAP® systems to customers, partners, suppliers, and employees while increasing the efficiency of document processes and reducing document-related costs. The solution takes the generation of documents and communications to a new level by giving business users full control of document content and processes, directly in their native SAP® environment.

PRODUCT HIGHLIGHTS
• Document creation, editing, and approval in real time from any SAP Business Suite® application
• Multi-channel distribution directly from the SAP® user interface and process
• Real-time management of campaign content, customer service interactions, and sales quotations
• Multiple-format document publishing including email, PDF, Microsoft Word®, HTML, and SMS
• Automated bill-to-cash process and electronic billing
• Integration with OpenText cloud for real-time customer notifications including email, fax, and text messages

KEY INTEGRATIONS
• OpenText Extended ECM for SAP® Solutions
• OpenText Document Access for 360-degree view of all documents
• OpenText Digital Asset Management
• SAP NetWeaver®
DESCRIPTION
OpenText Document Access for SAP® Solutions provides a single point of access to business documents across SAP® processes and applications.

PRODUCT OVERVIEW
Document Access for SAP® Solutions allows organizations to store, manage, and retrieve SAP® and non-SAP® documents across SAP® modules and applications such as SAP® ERP or SAP® CRM. The solution provides transparency of business processes with a single point of access to all business data and documents in the respective business context, providing productivity gains through intuitive user interface and eliminating costs for paper and paper handling inefficiencies.

PRODUCT HIGHLIGHTS
• Configurable dynamic folder views for 360-degree views on SAP® business objects and processes
• Integration of archived data in the folder views
• Mass document scanning and local scanning for confidential documents
• Batch input interfaces
• Desktop document integration with rendition to long-term formats
• ArchiveLink PLUS provides enhanced user experience with compelling attachment lists and full text search
• Complete functionality of OpenText Data Archiving and OpenText Document Archiving for SAP®
• Pre-requisite for OpenText Employee File Management and OpenText Travel Receipts Management

KEY INTEGRATIONS
• OpenText Extended ECM for SAP® Solutions
DESCRIPTION
OpenText Employee File Management for SAP® Solutions is an extension available for users of SAP Human Capital Management®.

PRODUCT OVERVIEW
Employee File Management for SAP® Solutions supports delivery of high-quality HR services by supporting the integration, storage, retrieval, and archiving of all paper and electronic documents related to members of the workforce. The solution manages large volumes of global workforce-related records, automates administrative HR activities, and eliminates costly paper archives, while maintaining compliance with document retention and deletion regulations.

PRODUCT HIGHLIGHTS
• Direct link to SAP® transactions
• Secure archiving of employee documents according to legal regulations
• Support for employee and manager self-service and service center scenarios
• Simultaneous access from all locations
• Workflow support
• Full-text search and thumbnail-based file browsing
• Retention management rules for compliance purposes

KEY INTEGRATIONS
• OpenText Extended ECM for SAP® Solutions
• SAP ERP Human Capital Management®
DESCRIPTION
OpenText Portal Content Management for SAP® Solutions provides document management and collaboration capabilities tightly integrated into SAP Portal®.

PRODUCT OVERVIEW
Portal Content Management for SAP® Solutions helps streamline content management processes by integrating content with the workflows and resources available in SAP NetWeaver® Portal. It improves the efficiency of content creation, management, and storage processes while supporting user collaboration and communication.

PRODUCT HIGHLIGHTS
• Version control and access authorization
• Content authoring, editing, translation, reuse, and accessibility
• Centralized access control and automated workflows
• Content search functionality anywhere in SAP NetWeaver® Portal
• SSO and personalization features
• Supports a variety of portals (supplier, employee, HR, etc.)

KEY INTEGRATIONS
• OpenText Portal
• SAP NetWeaver® Portal
DESCRIPTION

OpenText Travel Receipts Management for SAP® Solutions provides control and consistency related to receipts supporting SAP® Travel Management.

PRODUCT OVERVIEW

Travel Receipts Management for SAP® Solutions extends SAP® Travel Management to simplify importing electronic receipts from channels such as fax, email attachments, and mobile devices. User-friendly functions speed up the entry and processing of travel expense reports, streamlining accounting and reimbursement processes. All travel-related data, as well as the original receipts, are displayed in the SAP® Travel Management interface.

PRODUCT HIGHLIGHTS

• Multiple inbound channels including email, scanning, bar codes, fax, mobile device, and mass import
• Automated classification, line item extraction, and assignment to trips
• Integration of receipt images into all screens in ESS and SAP® GUI
• Secure archiving of receipts according to legal regulations
• Optional add-on: OpenText Travel Receipts Capture Center for SAP® Solutions uses the most advanced document and character recognition capabilities available to turn receipts into machine-readable information

KEY INTEGRATIONS

• OpenText Archive Server
• OpenText Travel Receipts Capture Center for SAP® Solutions
• SAP Travel Management
DESCRIPTION
OpenText Vendor Invoice Management for SAP® Solutions optimizes and automates invoice processing for SAP® customers.

PRODUCT OVERVIEW
Vendor Invoice Management for SAP® Solutions works with SAP® ERP to streamline Accounts Payable (AP) processes for handling vendor invoices. This solution optimizes and simplifies the process of creating, managing, monitoring, and routing purchase orders and invoices for AP personnel and vendors, and it automatically routes invoices to the right person for resolution, approval, and payment.

PRODUCT HIGHLIGHTS
- Controlled and automated exception handling, aging, escalation, and reporting
- Predefined workflows with robust and extensible baseline functionality
- Automatic invoice routing, classification, and sorting
- Systematic detection of invoice exceptions and duplications
- Intuitive, graphical dashboard and enhanced reporting features
- Status monitoring and notifications
- HTML5-based approval application that allows invoice approval on mobile devices
- Optional add-on: OpenText Travel Receipts Capture Center for SAP® Solutions uses the most advanced document and character recognition capabilities available to turn receipts into machine-readable information

KEY INTEGRATIONS
- OpenText Document Access for SAP® Solutions
- OpenText Invoice Capture Center
PRODUCT: OPENTEXT APPWORKS

DESCRIPTION
OpenText AppWorks enables organizations to create, deploy, and manage their enterprise applications that connect to Enterprise Information Management (EIM) services from all platforms.

PRODUCT OVERVIEW
AppWorks is designed to speed the path from need to solution for IT organizations. It enables organizations to quickly and easily build well-designed, purpose-specific apps for enterprises with modern web technologies, such as HTML5, CSS3, and JavaScript. Write, deploy, and manage applications on any platform (web, mobile, or desktop) from a centralized location.

PRODUCT HIGHLIGHTS
• A single, standalone API for OpenText (EIM)
• Secure application deployment and management
• Simple, intuitive application development across multiple platforms
• Usage reporting
• Customizable to any organization’s brand
• Seamless application updating
• Push notifications
• Online development community with access to API references, sample code, and user forums
• Write in HTML5, CSS3, and JavaScript

KEY INTEGRATIONS
• OpenText ECM Everywhere
• OpenText Tempo Box
• OpenText Tempo Social
• OpenText Tempo Note
OpenText Core
PRODUCT: OPENTEXT CORE

DESCRIPTION
OpenText Core provides a simple, secure, and smart way to work with information in the cloud.

PRODUCT OVERVIEW
OpenText Core is an Information Management solution built for the cloud. It is a multi-tenant SAAS offering designed for cloud-ready businesses seeking a balanced experience between compelling ease-of-use and productivity with the type of control and management needed in a business environment. Users can edit documents on any device without downloading files; collaborate and share from anywhere; and open and edit files on a mobile phone, save them to the cloud, and reopen on a different device—all with one easy-to-use interface.

PRODUCT HIGHLIGHTS
- Seamless Desktop Edit experience – no need to download documents to edit them
- Actionable Activity Feeds provides an easy, visual access to updates and contributions
- Revoke Access capability to manage user sessions and connected devices
- An intuitive and simple user experience for end users and administrators
- Powerful HTML5 viewer for a browser and mobile devices to view information without downloading
- Adapts to smartphone, tablet, and browser with no change in interface
- Superior administration control includes configuration options to limit sharing and external and public access to information, individual user quota management, share management to control access to files, and external user management to limit outside access to your information
OpenText Managed Hosting Services

WWW.OPENTEXT.COM/CLOUD
SERVICE: OPENTEXT MANAGED HOSTING SERVICES

DESCRIPTION
OpenText Managed Hosting Services utilize world-class data center facilities and enterprise infrastructure to provide robust, scalable, flexible, and secure hosted solutions.

SERVICE OVERVIEW
Managed Hosting Services provide an assured level of service, availability, and quality with defined service level agreements, fault-tolerant solution and infrastructure design, and audited operational controls. Managed Hosting Services provide a high level of flexibility allowing organizations to tailor their hosted solutions to accommodate a wide range of deployment periods, integrations, or customizations. Customer environments are supported by expert application administrators responsible for the full range of ongoing system operations to include monitoring, patching, configuration, performance, scalability, and procedural controls—leaving the customer free to focus on the business content of the system.

SERVICE HIGHLIGHTS
- Application-level Service Level Agreements
- Fault-tolerant global internet connectivity
- Fault-tolerant solution architecture
- Promptly deployable, operationally managed solutions
- System-, database-, and application-level monitoring
- Dual backup power via UPS and generator
- Fail-safe climate control systems
- Fail-safe fire detection and suppression systems
- 24-hour surveillance and access monitoring
- Biometric and electronic key access
- 24/7 on-site security and critical on-call
- Flood water detection and sump pits
- Secure data off-site storage services

PRODUCTS SUPPORTED
- OpenText Content Suite Platform
- OpenText Process Suite
- OpenText Media Management
- OpenText Video Services
- OpenText Web Experience Management
- OpenText Web Site Management
- OpenText Tempo Box
- OpenText Tempo Social
- OpenText Portal
- OpenText Managed File Transfer
- OpenText SAP® Travel Receipt Capture Service
- OpenText Knowledge Exchange
OPENTEXT
CUSTOMER SUPPORT PROGRAMS

Protect Premier
Protect Premier Anywhere
Protect Anywhere
Protect Anytime

WWW.OPENTEXT.COM/SUPPORT
PRODUCT: OPENTEXT PROTECT PREMIER ANYWHERE

DESCRIPTION
OpenText Protect Premier Anywhere provides customized expert support for customers whose operations run around the clock or are global in reach and require 24x7x365 support.

PRODUCT OVERVIEW
Customers with mission critical OpenText systems, complex environments, multiple geographic locations or servers, aggressive roll-out plans, or insufficient OpenText product system management knowledge should consider Protect Premier Anywhere. This offering includes a dedicated Program Manager who offers expert advice and assists with issue and escalation management, centralized communication and reporting, and coordination of onsite or remote technical assistance to help prevent problems, speed resolution, and simplify deployments and upgrades.

PRODUCT HIGHLIGHTS
- Product research and development
- Product patches and latest releases and versions
- Telephone, web, email issue reporting
- Online knowledge base
- Call handling/issue resolution with the next available product specialist
- Hours of operation: 8:30 am to 8 pm est Monday through Friday, excluding holidays
- Primary support liaison (on-going)
- Program kick-off meeting (once a year)
- Creation of support/communication plan document (once a year)
- Creation of system inventory document (yearly w/ updates)
- Issue management and oversight (on-going)
- Status calls (monthly)
- Written status reports (monthly)
- Escalation management (as needed)
- Priority call handling (on-going)
- Dedicated phone number (as needed)
- Support for all issues, all severity classifications 24x7x365
- 1-Hour initial response sla for all issues regardless of severity classification
PRODUCT: OPENTEXT PROTECT PREMIER

DESCRIPTION
OpenText Protect Premier provides support for customers who require customizable, personal-support management and expert technical consultation but do not require 24x7x365 support.

PRODUCT OVERVIEW
Customers with mission critical OpenText systems, environments, multiple geographic locations or servers, aggressive roll-out plans, or insufficient OpenText product system management knowledge who don’t require extended access to Support Services should consider Protect Premier. This offering includes a dedicated Program Manager who offers expert advice and assists with issue and escalation management, centralized communication and reporting, and coordination of onsite or remote technical assistance to help prevent problems, speed resolution, and simplify deployments and upgrades.

PRODUCT HIGHLIGHTS
- Product research and development
- Product patches and latest releases and versions
- Telephone, web, email issue reporting
- Online knowledge base
- Call handling/issue resolution with the next available product specialist
- Hours of operation: 8:30 AM to 8 PM EST Monday through Friday, excluding holidays
- Primary support liaison (on-going)
- Program kick-off meeting (once a year)
- Creation of support/communication plan document (once a year)
- Creation of system inventory document (yearly w/ updates)
- Issue management and oversight (on-going)
- Status calls (monthly)
- Written status reports (monthly)
- Escalation management (as needed)
- Priority call handling (on-going)
- Dedicated phone number (as needed)
- Support for all issues, all severity classifications 24x7x365
- 1-Hour initial response sla for all issues regardless of severity classification
PRODUCT: OPENTEXT PROTECT ANYWHERE

DESCRIPTION
OpenText Protect Anywhere provides support for customers who require 24x7x365 support but without the benefit of a customized program.

PRODUCT OVERVIEW
Customers whose businesses operate around the clock or are global in reach should consider the Protect Anywhere support program. With Protect Anywhere, customers have extended access to OpenText’s global Customer Service organization for all severity level issues, 24 hours a day, 7 days a week. With Protect Anywhere, customers also have the flexibility to continue partnered troubleshooting and issue resolution through a Customer Service Global Center of Excellence.

PRODUCT HIGHLIGHTS
• Product research and development
• Product patches and latest releases and versions
• Telephone, web, email issue reporting
• Online knowledge base
• Call Handling/Issue resolution with the next available Product Specialist
• Hours of operation: 8:30 AM to 8 PM EST Monday through Friday, excluding holidays
• Support for all issues, all severity classifications 24x7x365
PRODUCT: OPENTEXT PROTECT ANYTIME

DESCRIPTION
OpenText Protect Anytime provides the support coverage that organizations need to quickly restore the OpenText applications supporting their critical business processes.

PRODUCT OVERVIEW
In the unforgiving world of modern day business, downtime can negatively impact a company’s revenue and brand. Customers who use OpenText applications to run their key business processes should consider the Protect Anytime support program. With Protect Anytime, customers have unlimited support for production down issues, 24 hours a day, 7 days a week, along with a one-hour initial response time. When a critical issue arises, customers are directly connected to an expert to rapidly resolve their urgent issues.

PRODUCT HIGHLIGHTS
• Product research and development
• Product patches and latest releases and versions
• Telephone, web, email issue reporting
• Online knowledge base
• Call handling/issue resolution with the next available Product Specialist
• Hours of Operation: 8:30 AM to 8 PM EST Monday through Friday, excluding holidays
• Support for critical issues 24x7x365 – all users are unable to access the system (standard software maintenance and support SLAs apply; root cause analysis continues during regular hours of operation, Monday through Friday)
OPTIMIZE SERVICE PROGRAMS

- Operational Readiness
- Learning Days
- Applications Services
- Upgrade Assessment
- Total Success Monitoring
- Health Check Services
- Managed Services
DESCRIPTION
OpenText Optimize Service Programs are tailored service programs to fit your service delivery needs for OpenText solutions.

PRODUCT OVERVIEW
Optimize Service Programs are OpenText Professional Service programs focused on helping customers optimize the use, productivity, return on investment, and adoption of OpenText software through a range of services. These services offer a variety of packaged services, tools, and/or resources that will provide an accelerated path to success and are divided into Manage, Enable and Assist categories.

KEY BENEFITS OF SERVICE PROGRAMS
• Ability to provide the best service to your users
• Link between Product Support and Professional Services
• Best-practice advice
• Assistance when the project team has left the site
• Improved productivity of your in-house team, leading to reduced costs
• Efficiency gains that improve quality, speed, and fix costs
• Reduced deployment risk and ongoing control
• Maximized return on your investment
DESCRIPTION
OpenText Operational Readiness Program is a set of proactive strategic and tactical services that enable organizations successfully roll out new solutions.

PROGRAM OVERVIEW
Operational Readiness Program is a program that encompasses the strategic issues of defining needs, risk identification, and strategic planning through to the tactical work involved in developing and deploying the procedures, systems, and workplace tools required to successfully operate an EIM system. This program focuses on activities that assist the IT team(s) with creating the plans, policies, tools, and knowledge needed to effectively administer and support the newly delivered solution.

PROGRAM HIGHLIGHTS
• May define, develop, and/or implement relevant help desk services, customized FAQs, training plans for functional administration and support teams, functional and technical administration plans and procedures, an operations handbook and housekeeping procedures, system monitoring, system performance reporting, capacity management, an audit plan, and disaster recovery and business continuity plans
• Enablement of support/admin teams
• Structured and optimized customer support processes
• Enriched understanding of OpenText software

PRODUCTS SUPPORTED
• All OpenText products
DESCRIPTION
OpenText Learning Services Days are prepaid annual training days to ensure the appropriate blended training options when needed.

PROGRAM OVERVIEW
Learning Services (LS) Days are pre-paid training days, which can be added to software purchases or signed up for at any time—even before an organization is able to assess what training is the most appropriate for their personnel. LS Days are made up of comprehensive and blended education programs designed to meet the needs of all OpenText users, helping them develop both the technical know-how and the creative vision it takes to meet the most demanding business challenges.

PROGRAM HIGHLIGHTS
- Education plans can be developed for any phase of an implementation—pilot, implementation, roll-out, upgrade, or refresher
- A blended approach to learning by combining mentoring, instructor-led courses, webinars, eLearning, and focused workshops
- Sold in packages of 20 days and can be used as payment for any publicly scheduled class or training conducted onsite
- Discounts are available when used for enrollment in a publicly scheduled course or when used for on-site or virtual customer-specific training

PRODUCTS SUPPORTED
- All OpenText Products
DESCRIPTION
OpenText Application Services Program provides support services for custom solutions designed and implemented by the OpenText services team.

PROGRAM OVERVIEW
Application Services Program provides a partnered approach to help maintain the ongoing successful deployment of any customized solution within the customers’ organization. The Application Services Program is available as an additional service to the OpenText Software Maintenance Program. This program provides organizations with a level of support that brings together highly experienced technical specialists who will work with Service Management teams to assist with these challenges and further the achievement of the organization’s business goals.

PROGRAM HIGHLIGHTS
• A designated Program Manager acts as a single point of contact to co-ordinate the delivery of the program and oversight of program related issues
• One window communication
• Comprehensive Expert Coverage provides access to an expert technical resource for advice, guidance, troubleshooting, and resolution for issues with the covered application
• Patch application addresses reapplication of covered customizations related to the solution(s)

PRODUCTS SUPPORTED
• Any OpenText custom-developed application
DESCRIPTION
OpenText Content Server Upgrade Assessment provides services to assist with Content Server upgrade analysis, planning, and deployment.

PROGRAM OVERVIEW
Content Server Upgrade Assessment provides services that bring together highly experienced technical specialists who will work with an organizations’ in-house service management teams to assist with upgrade planning to new available versions of Content Server and maximize deployment value. During this engagement, we will assess the current implementation and prepare recommendations for an effective and safe upgrade.

PROGRAM HIGHLIGHTS
• Current system review
• Upgrade plan review
• Customizations review
• Organizational review
• Upgrade project testing review
• Documented review of existing systems
• Upgrade outline and plan
• Customization CS10.5 (or latest version) remediation plan

PRODUCTS SUPPORTED
• OpenText Content Server
DESCRIPTION
OpenText Monitoring Program for Content Server is a subscription-based service providing organizations with the tools and guidance to proactively monitor their solution.

PROGRAM OVERVIEW
Monitoring Program for Content Server is a service that provides customers with a proactive monitoring system at an application level, with ongoing adjustments and support for installed software. This service allows organizations to detect a wide variety of issues early, often before the issue is reported by users. A typical engagement would include a review of existing monitoring plans and documentation, provision of monitoring options and recommendations; installation of monitoring tools, system configuration, and quarterly checks.

PROGRAM HIGHLIGHTS
• Reduced/eliminated manual monitoring of components or maintaining custom monitoring scripts
• Reduced time to fix issues by leveraging the information provided by alerts
• Fewer full system-wide outages by responding to early warnings
• Reduced internal support costs from fewer end-user tickets
• Visibility into historical trends over time: component availability, storage consumption rates, average rate for notification and search indexing, thread capacity issues, etc.
• Upgrades to the latest version of OpenText Content Server Informant (installed with quarterly configuration)

PRODUCTS SUPPORTED
• OpenText Content Server
DESCRIPTION

OpenText Health Check Services is a proactive system review to confirm existing optimal configuration or recommend improvements/changes to achieve an optimally configured system.

PROGRAM OVERVIEW

Health Check Services supports the proactive identification of potential problems in the configuration and usage of the OpenText solution in question. A check will be carried out on the solution’s architecture and installation, configuration, database, and implementation performance. The result of this verification will be summarized in a report providing an overview of the checks performed and containing recommendations for any improvements. If the Health Check Service is conducted on a regular basis, one will be able to measure and monitor the effects of recommended changes, as well as general system evolution.

PROGRAM HIGHLIGHTS

- Thorough review of architecture, security, and installation
- Detailed report of all checks and analyses
- Recommendations for potential improvements/changes
- Best practices for optimal configuration
- Review security (OS, registry, use of Anonymous User Accounts)
- Review deployment and code promotion methodology
- Additional services and/or service programs

PRODUCTS SUPPORTED

- All OpenText products
DESCRIPTION
OpenText Managed Services enables the transfer of day-to-day IT management and administration responsibilities to a trusted advisor as a strategic method for improving operations.

PROGRAM OVERVIEW
Managed Services deliver solutions for the business and the expertise to proactively manage deployed OpenText solutions. OpenText offers a portfolio of reliable, flexible, and scalable services that help support infrastructure and free-up internal IT resources so they can focus on other business-critical issues. Get the coverage needed from a highly dependable partner who has the people, processes, and systems in place to manage your needs.

PROGRAM HIGHLIGHTS
• Senior consultants with more than 10 years of OpenText experience
• Dedicated program management
• Technical and functional administrative services
• Daily second-level service desk support to resolve application- and administration-related issues
• Operational readiness plans and recommendations
• Patch review and recommendations
• Remote system monitoring
• Technical Service Days can be purchased for out-of-scope services such as Change Requests
• Technical Services support includes end-to-end system maintenance providing a comprehensive range of services to manage even the most demanding IT deployment

PRODUCTS SUPPORTED
• All OpenText products