OpenText™ Content Suite Platform

Manage the flow of information from capture through to archiving and disposition for enhanced Personal Productivity, Process Productivity, and Control

In today's digital world, the old ways of doing business are proving to be both complicated and ineffective. Enterprises are struggling to organize, manage, and extract value from an ever-rising deluge of structured and unstructured information from varying sources. Meanwhile, litigation and regulatory risks and requirements increase in lock-step with those volumes of information.

As progressive organizations transform to becoming fully digital, they are discovering that the solution to their problems can be found by rethinking and reframing the role of ECM in the enterprise. They are no longer considering ECM a one-way destination where content is relegated for long-term storage. The new generation of ECM solutions is dynamic and fully integrated; a multi-lane backbone facilitating information exchange with systems and individuals across the enterprise.

OpenText ECM is the Foundation for Unified, Enterprise-Wide Information

OpenText Content Suite Platform is a comprehensive Enterprise Content Management (ECM) system designed to facilitate and manage the flow of enterprise information from creation or capture through archiving and disposition.

As the foundation for digital transformation, Content Suite Platform, whether deployed on-premises or in the cloud, has the ability to create centralized, unified information, connecting information from across the enterprise with the people and systems that need it. Content Suite Platform transforms:

- Personal Productivity with simple, intuitive tools and user experiences
- Process Productivity by extending ECM into business processes and leading business applications
- Control with proven OpenText information governance and security functionality

Content Suite Platform is the foundation for a broad range of OpenText products, including OpenText™ Extended ECM for Microsoft® SharePoint®, OpenText™ Extended ECM for SAP® Solutions, OpenText™ Extended ECM for Oracle® E-Business Suite, OpenText™ Extended ECM for Salesforce®, and other OpenText Enterprise Information Management (EIM) offerings.

OPENTEXT™ CONTENT SUITE PLATFORM FEATURE SUMMARY

- *Capture technology to scan, index, and classify content*
- *Highly scalable document management deployable on-premises or in the cloud*
- *Simple, responsive UI with role-based views for desktop or mobile devices*
- *Robust metadata management drives governance, search, and contextual relationships*
- *Records management controls the lifecycle of all electronic and physical content*
- *Enterprise-grade, secure file sync and share*
- *Create ECM-driven business applications with workspaces that aggregate related content, data, people, and tasks*
- *Seamlessly interact with content directly from applications such as Microsoft® Office, Microsoft® Office Online, and Adobe® Acrobat®*
- *Intelligent archiving optimizes storage*
- *Development tools to rapidly create, deploy, and manage enterprise applications*

Content Suite Platform: Components

OpenText™ Imaging Enterprise Scan: Capture and index from scanners, fax, email, and other applications

Not all content managed via an ECM solution originates inside the organization, and there is a good chance this external content may not be electronic. Imaging Enterprise Scan enables management of the flow of inbound volumes of information and converts it so it is actionable and manageable as part of a complete digital content management strategy. Imaging is flexible enough for administrators and IT to deliver applications tailored for the needs of the business and easy enough for end users to carry out day-to-day tasks.
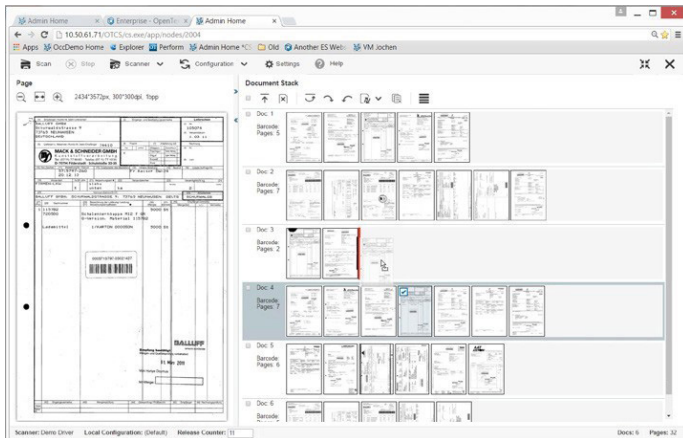
Imaging Enterprise Scan Browser-Based Scanning

As a comprehensive solution for browser or client-based capture of inbound paper documents from scanners via ISIS or VRS, from fax via Microsoft® Exchange or IBM® Notes®, emails including attachments, and from external file systems. Tight integration between Content Suite and Imaging Enterprise Scan make it possible for to index, classify, and deliver documents and data from a range of sources, and more effectively drive critical business processes.

OpenText™ Content Server: A Secure, Central Repository

Content Server forms the document management cornerstone of the Content Suite and provides secure, enterprise-wide control over any type of content — from contracts to engineering drawings, system reports, email messages, images, rich media, and much more.

Highlights of OpenText Content Server functionality set:

- **Document Management**
  A powerful, fully integrated system that delivers the essential capabilities for managing business-critical content, including comprehensive security and user access controls, multilingual metadata categorization, version control, and full audit trail for virtually all document formats.

- **Content Navigation**
  Content Server provides a number of powerful ways to get users the information they need—fast and with the confidence they're working with the single source of the truth.

- **Search**
  Content Server features an embedded, proprietary search engine with proven scalability beyond 500 million indexed objects, critical to email archiving environments. It provides permissioned and actionable search for key activities like
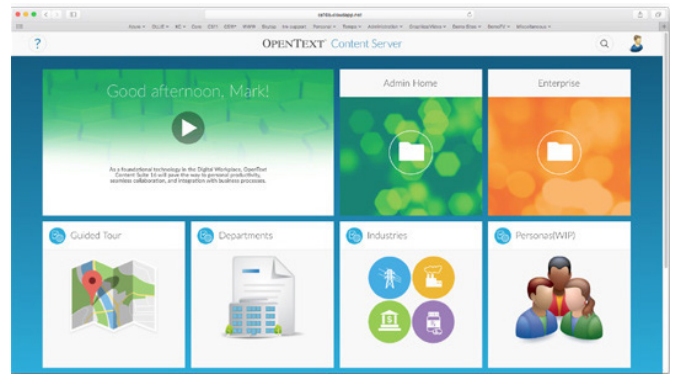

Content Server Smart UI

classification, litigation holds, and disposition searches.

- **Smart UI**
  OpenText Content Suite is designed with user productivity in mind, offering a simple, responsive UI. With customizable, role-based, and project/workspace-oriented views across desktop and mobile devices, the Smart view UI increases the collaboration, productivity, and engagement of users. The Smart UI eliminates adoption as a barrier and is seamlessly
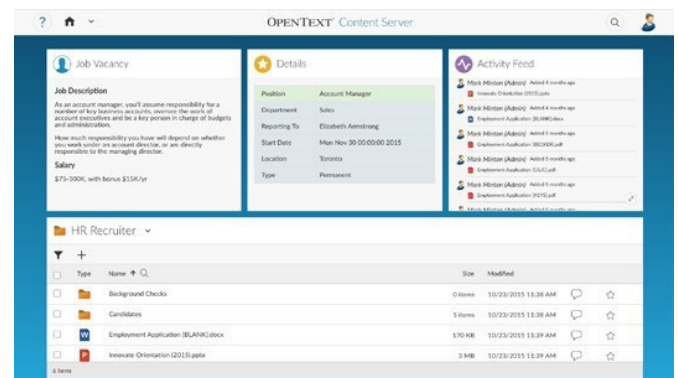
Role-Based Views: User sees a view customized to their functional role

extensible to other business applications.

- **Perspective Manager**
  The Smart UI is designed to be easily tailored to the needs of business users using pre-configured or custom widgets. The Perspective Manager is an interactive, drag-and-drop tool that allows you to create your own perspectives, with minimal technical knowledge or effort.

- **Office Editor**
  OpenText Office Editor offers users a seamless editing experience on-line or off, providing the performance of editing files on a local hard drive, even in areas with poor or intermittent internet connection. Users can quickly search and edit documents in their cache whether they are connected to the server or not. All documents saved while users are offline are automatically synchronized and uploaded to the repository when connectivity is restored.

- **Workflow**
  Content Suite includes a sophisticated toolset for building human-centric workflows where collaboration around content creation, review, approval, authorization, and publishing are key. Design and runtime are fully integrated to allow business users to create ad-hoc workflows as the need arises. Using

industry standard BPMN 2.0 process notation to map process flow, administrators and business analysts responsible for workflow design can automate routine activities, improving productivity across the organization.

- **Collaboration**
  Content Suite provides a rich set of enhanced collaboration capabilities. When aligned to business processes, they become incredibly powerful productivity tools. Commenting and activity feeds provide quick insight into what others are working on and a fast way to share updates, minimizing the use of email. Other tools include discussions, news, task lists,

Enterprise Connect and MS-Outlook: Working with Content from the Microsoft Outlook UI
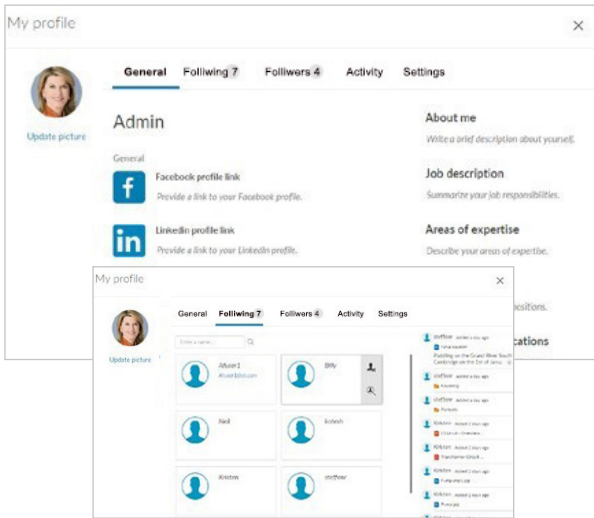
Social Features in the new UI

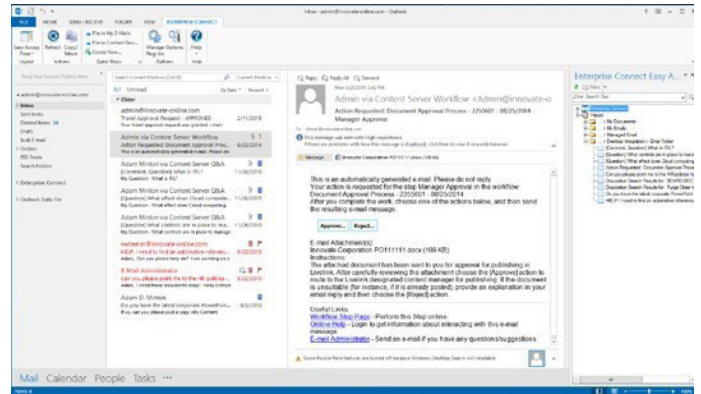and polls, wikis, blogs, and communities.

- **Content Reporting**
  OpenText™ LiveReports functionality allows administrators to take advantage of prebuilt reports in the enterprise's Content Server environment. LiveReports lets IT and power users retrieve information about content, permissions, attributes, users/groups, workflows, and many other content activities. Custom reports can also be built to tailor content reporting capabilities to suit the particular needs of departments, management, or industry.

- **Content Suite Viewer**
  An HTML viewer allowing users to view and print common file types—whether they have the native application or not—right from the browser-based Content Server interface.

OpenText™ Enterprise Connect: Helps Users Interact with Content Suite Directly from Applications, such as Microsoft® Office and Adobe® Acrobat®

Enterprise Connect is an alternate desktop interface to the Content Suite Platform web UI that makes working with business content, applications, and processes easy for users. It integrates seamlessly with the productivity tools business users work in every day: Office applications, Windows® Explorer, Acrobat, and more—as well as their email environments, including Microsoft® Office 365® Desktop Professional, Microsoft® Outlook®, and IBM® Notes®. By enabling users to work directly from familiar productivity tools, Enterprise Connect removes the complexity of carrying out ECM-related tasks, improving adoption and business process efficiency,

while supporting organizational policies for capturing, storing, and retaining business information.

OpenText™ Connected Workspaces: Aggregates Content, Data, People, and Tasks; Simplifying Creation of ECM-Enabled Business Applications

Connected Workspaces fundamentally changes the way ECM is planned and deployed. By aggregating associated content, data, people, and tasks to a common business function such as a customer, a sales opportunity, a project, or even a community of people with common interests, organizations can develop integrated business solutions with minimal customization.

Templates ensure folders, metadata, records management, and permissions are created and applied in the background and provide enhanced deployment flexibility, helping IT to better align ECM to the needs of the business, making end users more effective, and improving overall system value.

Connected Workspaces can be related to each other within the ECM system or can be used to extend ECM to leading enterprise suites like SAP®, Microsoft SharePoint®, or Salesforce®. This provides the ability to use business relationships to connect the unstructured content with the structured data from a leading application, further fostering user adoption through the integration. For example, Connected Workspaces can provide a single point of view to all information related to a specific customer deal — the propos-

*Connected Workspaces: Information Flows Seamlessly Between Applications*

al, email communications, demo presentations, a sales order, the contract, an invoice — and also provide instant access to other projects associated to that customer.

Connected Workspaces leverages the responsive, role-based Smart UI and embedded collaboration capabilities which, when aligned to business processes, become incredibly powerful for team collaboration. The principles of progressive disclosure and role-based views in the new UI coupled with the process-specific view in the Connected Workspaces make it faster, and easier for users to get their work done, and help ensure team time is focused on work of a higher strategic value.

OpenText™ Records Management : Comprehensive Management, Defensible Deletion, and Retention

Records Management empowers your organization to manage the complete lifecycle of all enterprise information from the time of capture to its eventual disposal, in accordance with internal governance policies and external regulations. Consistently rated as leader by industry analyst groups, OpenText Records Management identifies the business context and value of information to ensure regulatory compliance while reducing the risks associated with audit and litigation. Records Management features are embedded in the interface of the respective application making the process completely transparent to your end-users, requiring end-user input only if necessary.

Records Management manages the classifications and retention schedules for all types of electronic and physical content, applying records management metadata, classifications, dispositions, and
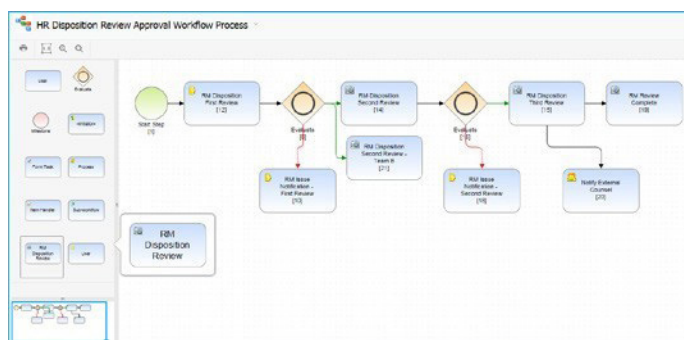
RM Disposition Review workflow step: Records Management Disposition Review Workflow

more to content. Multiple record classifications and retention schedules can be applied to content through its metadata to meet unique retention and disposition needs.

Record classifications are mapped to retention schedules to fully automate the process of ensuring records are kept as long as legally required, and assuredly destroyed at the end of their lifecycle. Various reviewer and approver options are available for the business process of destruction approval with the metadata captured in destruction audit logs for regulatory compliance. Security Clearance levels, Supplemental Markings, and various hold types, including search and user-based holds, add extra protective layers and assist e-discovery processes.

Besides coping with varied content forms and retention requirements, organizations may also manage content in a number of solu-

tions. User adoption is improved by enabling users to access records management in familiar interfaces, including SharePoint, SAP applications, OpenText™ eDOCS, Exchange, Notes, file systems, and various database solutions.

OpenText™ Archive Center: Intelligent Archiving

Archive Center provides secure, scalable, and integrated archiving for the Content Suite Platform. Archive Center simplifies the capture of enterprise information and process-driven data to guarantee preservation of content on the most cost-effective medium, yet ensures content is still easily available when needed. Redundant archiving options enable you to ensure content is stored safely in multiple physical locations while de-duplication for single instance archiving frees up costly storage. Archive Center adheres to Records Management best practices to drive retention and disposition, playing an integral part in an overall Information Governance strategy, ensuring compliance to policies and regulations is easily implemented.

Archive Center is available on premise or either in the cloud or hybrid with Archive Center, Cloud Edition. OpenText offers several add-on connectors to expand the functionality of Archive Center to email, CMIS, and other file systems such as SAP.

OpenText™ Tempo™ Box: Secure File Sync and Share

Tempo Box provides secure management with features such as the ability to do a remote wipe of a mobile device when a user leaves the organization, ensuring that content is not going with them.

Tempo Box simplifies the content management experience, allowing users to easily sync, share, and store information across all the devices they use, without sacrificing the records management rigor and security demanded by your organization's internal policies and industry regulations.

Tempo Box provides the ability to share content inside and outside the organization, on mobile devices, and to do that within a trusted ECM infrastructure. It provides secure collaboration, sharing, and synch for content with a compelling consumer experience. Tempo Box provides secure management with features such as the ability to do a remote wipe of a mobile device when a user leaves the organization, ensuring that content is not going with them.

OpenText™ Directory Services : Centralized User Management

Directory Services enables enterprise and extranet applications to synchronize users and groups with a central directory service to provide single log-in access to multiple content repositories and business systems. Directory Services supports the Lightweight Directory Access Protocol (LDAP) or the NT LAN Manager (NTLM) protocol used by Windows® Active Directory®. Organizations can administer users and groups in a single directory and have Content Suite Platform synchronize information with the centrally maintained directory service.

Development Tools

- **Content Server Widgets**
  The Content Server Widget Framework is used to surface Content Server content in the CS Web UI and in other leading applications. Beyond the prebuilt, highly integrated applications for these business systems, any developer with experience in HTML, JavaScript, or CSS can build tailored applications for Content Server — no knowledge of proprietary development languages, extensive training, or lengthy development cycles required.

- **Smart UI and Content Server SDK**
  For a deeper level of customization, Content Server SDKs provide the tools to customize the content services of Content Suite, making it simple to reuse existing ECM applications, customize the UI, and create new ECM applications, as well as allowing the modification of core functionality of many of those services.

- **RESTful API for Extensibility**
  Content Server takes advantage of a RESTful API to offer organizations the ability to make application creation and system integration easier. The REST API can be used for building applications with HTML5 in web browsers and on mobile devices.

- **OpenText™ AppWorks™**
  Content Suite Platform is compatible with AppWorks, the OpenText developer platform that is designed for fast mobile application development and controlled deployment. AppWorks provides a single REST API gateway for all EIM platforms within Content Suite. The REST API is designed for building EIM applications using only the popular HTML5, CSS, and JavaScript technologies. AppWorks apps run within the AppWorks clients for web browsers and mobile devices.

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