

SERVICE OVERVIEW

OpenText Extended ECM for SAP® SuccessFactors® FasTrak

A rapid deployment approach bringing integrated digital employee files to HR teams and employees



Receive best practice expertise



Accelerate the speed of implementation



Increase return on investment



Reduce risk

In order to address the demands of the digital workforce, HR processes must be simplified and transformed. By extending the SAP SuccessFactors solution with OpenText Extended ECM, organizations can accelerate day-to-day activities and increase their agility to meet the engagement expectations of the digital workforce.

OpenText Professional Services offers FasTrak, a quick-start services package to easily implement the OpenText Extended ECM for SAP SuccessFactors solution. With FasTrak, organizations will have digitized HR documents integrated within their SuccessFactors environment in less than three months.

OpenText Professional Services is recognized as the premier services organization for orchestrating the successful implementation of OpenText solutions. The FasTrak packaged service uses the OpenText best practices approach to implement the pre-defined solution in the OpenText Cloud and integrate it with SuccessFactors, quickly addressing the challenges associated with managing employee documents. Only OpenText Professional Services consultants have the expertise to implement this solution in the OpenText Cloud.

FasTrak lays the foundation for a successful rollout of the cloud-based solution for the entire HR operation, improving the user experience for employees, managers and business partners, while simplifying all HR-related document interactions.

The FasTrak services package includes a two-day design validation workshop to discuss and define the standard product functionality and how it should be configured for the unique needs of the business.

Best practice advice

OpenText consultants ensure the optimal use of OpenText solutions to address business requirements following best practices learned from delivering more than 1,000 implementations.

Accelerate the speed of implementation

The FasTrak Services Package can help organizations to start receiving a return on their solution investment faster. Accelerating the initial deployment mitigates risks associated with longer and more costly projects.

Rapid return on investment

OpenText consultants share the goal of making OpenText customers successful in their mission-critical projects and will help customers get the most from their investments.

Risk reduction

OpenText consultants reduce implementation and deployment risks. They provide their expert knowledge and experience alongside their proficiency in OpenText products to help produce an optimal project plan.

OpenText Professional Services has the world's largest pool of EIM experts who are certified on OpenText products and solutions. This brings flexibility to the resourcing process, offering organizations a mix of in-region and off-shore expertise. OpenText teams are aligned to the preferred engagement model which can include up to 100% remote delivery.

The Professional Services organization has over 3,000 people with unparalleled access to our Customer Support and Product Engineering teams who have mutual accountability to customer success and satisfaction. Organizations benefit from this one-team accountability and innovative problem-solving commitment.

 OpenText
Professional Services

 OpenText
Packaged Services

 OpenText Cloud

The FasTrak solution

- Enables one of the standard global Employee Workspace templates.
- Adopts up to 10 of the standard folder templates for structured storage of employee documents to a customer business specific approach.
- Defines FasTrak inbound scenarios.
- Configures business object type: employee.
- Classifies HR documents (usage of FasTrak best practice classifications).
- Implements xECM UI widgets for HR for FasTrak standard users.
- Integrates SuccessFactors role-based permission model in xECM.
- Customizes HR FasTrak standard reporting (e.g. customized validation report).
- Provides document generation set-up and template configuration.

Beyond Fastrak

While the FasTrak package is designed on OpenText best practices and will fit most customer's requirements, additional services are sometimes required. The OpenText Professional Services team is ready to assist with expanded requirements such as:

- Multi-country rollout
- Integration into other HR systems
- Set-up of global rollout structures
- Migration of existing employee documents
- Integration with other SuccessFactors modules beyond Employee Central
- In-depth training, classroom training or customized eLearning
- On-premises implementations

In addition to the FasTrak standard configuration, additional services packages for added functionality are available, including:

- Records Management
- Customer-specific workflow extensions
- Customer-specific document generation beyond FasTrak template documents
- Auto-classification with Optical Character Recognition (OCR)
- Extended reporting

OpenText Professional Services is committed to providing a successful Extended ECM for SuccessFactors implementation. For further information, contact ProfServices@opentext.com.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

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