

Leveraging cloud information management solutions for government

The benefits of the OpenText and
AWS partnership



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Introduction: The benefits of cloud in the public sector

The cloud offers public sector organizations innovative ways to cut costs and deliver services, quickly pivot to new business models, create engaging customer experiences, enable remote work and learning and automate business processes.

Most public sector organizations are exploring ways of leveraging the cloud to accelerate the achievement of their goals. Many have adopted a cloud transformation strategy based on replacement of physical data centers with Infrastructure as a Service (IaaS) and the migration of on-premises workloads onto the organization's managed cloud environment.

OpenText, a leader in information management, and Amazon Web Services (AWS), a leading provider of public cloud infrastructure, have partnered to bring information management cloud solutions and the promise of cloud computing to the global public sector. Read on to learn more about the benefits of this partnership.

¹ Accenture, The cloud imperative for public service. (2021)

² Gartner, Gartner Says Four Trends Are Shaping the Future of Public Cloud. (2021)



A 2021 Accenture survey found that 70 percent of public sector executives see migration to the cloud as key to the transformation of core models and systems.¹

“Organizations are advancing their timelines on digital business initiatives and moving rapidly to the cloud in an effort to modernize environments, improve system reliability, support hybrid work models and address other new realities compelled by the pandemic.”²

—Gartner®

Why choose information management solutions in the cloud?

Many public sector organizations are looking to lower infrastructure costs, bolster security and increase flexibility with cloud technology. Securely and easily accessing, using and sharing information are key drivers behind the shift to the cloud. In response, OpenText and AWS have partnered to bring information management solutions to the AWS public cloud infrastructure.

Recent research from the Center for Digital Government (CDG) identified improved access to content and

services as a major benefit of cloud migration.³ This means providing the right information to the right people on any device.

OpenText information management solutions powered by AWS deliver enterprise-wide content services that automate workflows and manage all forms of content throughout their entire lifecycle—digitizing record files, creating a content ecosystem and providing a complete view of the customer across all channels.



70 percent

of government organizations plan to migrate some workloads to the cloud in the next 12-18 months.⁴

“The true benefit of cloud, after all, is not from short-term cost savings, but in greater access to future innovations.”⁵

—Deloitte Insights

³ CDG Cloud Migration Survey. (2021)

⁴ Ibid

⁵ Deloitte Insights, Government cloud: A mission accelerator for future innovation. (2019)



The benefits of OpenText and AWS

With cloud-based information management solutions from OpenText and AWS, government agencies benefit from:

Improved case management with connected customer data

Agencies can capture and connect information through its lifecycle, from leading applications to relevant business processes, in order to help increase the speed and accuracy of crucial decisions. They also gain visibility into assigned tasks, case progress and roadblocks in government casework involving citizen requests, FOIA inquiries and criminal investigations, to name a few examples.

Automated and optimized ad-hoc processes

With a centrally managed content repository, agencies can securely store and access any type of content, streamlining document management, records management, archiving and collaboration. By integrating information and processes across people, systems and devices, agencies can optimize and automate recurring processes to drive predictability and control.

Increased information governance, compliance and collaboration

Agencies can mitigate risk with comprehensive information management that includes secure and compliant long-term storage, role-based access and automatic application of metadata and classifications. Agencies can meet sustainability goals by eliminating paper and media duplications to support compliant digitization and storage requirements, backed by retention policies directly linked to specific documents.

Personalized digital experiences

Smart, content-rich applications that support new and efficient ways of working enable agencies to deliver dynamic, relevant customer experiences. They can also create applications with reusable building blocks and accelerators at a lower cost, providing a quick start for countless processes.

“While different government agencies have different rationales for their digital transformation, the fact is they just can’t focus on only one area. They need to be modern, innovative, resilient, and citizen-centered to be truly digital.”⁶

—Deloitte

⁶ Deloitte, Seven pivots for government’s digital transformation. (2021)

Why partner with OpenText and AWS?

For government organizations looking to optimize their information management solutions in the cloud, the partnership between OpenText and AWS provides many benefits. It enables government agencies to accelerate digital transformation and empower distributed workforces to drive innovation, collaboration, service delivery and a positive citizen experience. Choosing OpenText and AWS for cloud-based information management provides benefits from each partner.

From OpenText:

- 30 years of experience helping the world's largest organizations extract value from information
- Largest provider of information management solutions to the United States government
- More than 3,700 public sector customers, including all 20 of the largest national governments based on GDP
- 68,000 cloud customers worldwide
- Most comprehensive portfolio of integrated content and experience information management solutions available, including content services, digital experience, government-to-government (G2G) integration, AI and analytics and information security
- Deep cloud, application, governance, security and compliance expertise

From AWS:

- More than 1,000 FedRAMP authorized cloud solutions, more than the next two public clouds combined, with 7,500 U.S. Government agency customers
- Extensive global cloud footprint spanning 84 availability zones within 26 geographic regions around the world, serving 245 countries and territories and growing
- Deep set of cloud security tools, with 230 security, compliance and governance features and 98 security and compliance certifications
- More than 200 global cloud-based services, from infrastructure technologies, such as compute and storage, to emerging technologies such as data lakes and Internet of Things, for optimized cost and performance
- A world leader in cloud IaaS with a reputation for driving down costs

Why partner with OpenText and AWS?

AWS and OpenText are helping governments worldwide extract maximum value from information to drive improved business operations and citizen experience and reduce the IT burden in order to focus on mission and innovation.

OpenText and AWS deliver impactful benefits:

- Deploy OpenText information management workloads quickly and securely to the OpenText™ Cloud on AWS with near-zero downtime
- Gain the maximum possible TCO (total cost of ownership) savings and peace of mind by leveraging OpenText's unequaled experience and expertise delivering information management on the cloud
- Redirect budget from data center operations and application management to accelerate organizational innovation, delight constituencies and meet compliance requirements
- Protect business and customer data with a deep set of cloud security tools at the application and infrastructure level
- Future-proof government processes through regular solution updates and access to more than 175 global cloud-based services optimized for cost and performance
- Speed time to value for new systems with management of up to 80 percent of regulatory and compliance requirements



Get started today

The pandemic has supercharged cloud adoption for the global public sector. Estimates suggest the government cloud market is expected to reach \$59.74 billion by 2026 and to grow at a compound annual growth rate of 17.4 percent between 2021 and 2026.⁷

Delivering information management solutions in the cloud allows governments at all levels to maximize the value of their information assets and make them available securely when and where they are required, building the foundation for cloud-based business agility and innovation.

The partnership between OpenText and AWS empowers agencies to fully leverage the cloud while reducing IT costs and complexity to achieve modernization and transformation. With flexible deployment models, an agency can select the approach and timing that meets its operational and citizen requirements.

⁷ Mordor Intelligence: Government Cloud Market - Growth, Trends, COVID-19 Impact, and Forecasts (2022 - 2027)



OpenText Cloud for Government

Cloud for Government from OpenText™ helps agencies simplify and automate increasingly complex and distributed infrastructures, while ensuring that resilience and security are addressed. With this platform, agencies can automate workflows and manage all forms of content throughout the entire lifecycle—digitizing record files,

creating a content ecosystem and gaining a complete view of the customer across all channels. Developing content-rich applications brings innovation to processes tied to grants management, permit management, citizen communications and more.

Learn more about cloud information management solutions from OpenText and AWS.



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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