

OpenText Content Management for Government

Seamlessly connect people with the information and business processes they need to master modern work



Benefits

- **Enables** end-to-end digitization
- **Enhances efficiency and productivity**
- **Increases** governance, compliance and control

Digital government initiatives around the globe are calling for a new digital era to serve citizens more efficiently and effectively. The reality, however, is often a huge administrative paper trail, which slows down processes and affects responsiveness. Where existing applications support these processes, they are not connected and often work as isolated solutions.

OpenText™ Content Management (Extended ECM) for Government is a digital file management application that complies with international standards and applicable regulations, including FedRAMP® and Protected B, for government cloud deployments. It is an extension of the OpenText™ Content Management platform, which is a mature and comprehensive enterprise content management solution. The OpenText Content Management platform is characterized by its ease of use and seamless integration into different user environments and business applications.

Improves end-to-end digitization

Enable digitization through the entire lifecycle of content, from ingestion and filing to creation and multi-channel delivery, with OpenText Content Management for Government. The solution’s key capability is the management of content in digital files, where content is stored according to a file plan and collaboration takes place. The solution provides role-based access, where the role steers the user interface, assigned tasks and access rights. It also enables

and automates the capture and creation of documents. The included scan application supports procedures that allow for the destruction of the original paper document after scanning. Incoming documents can be automatically classified, and pre-defined attributes can be extracted from the content. This reduces errors and speeds up the registration of documents and the overall process. Outgoing documents can be created manually or automated, using a range of pre-defined templates, boilerplates and rules. The generated documents are stored in the electronic file and distributed to the recipients via their preferred communication channel, such as an attachment to a generated email or a hard copy by mail.

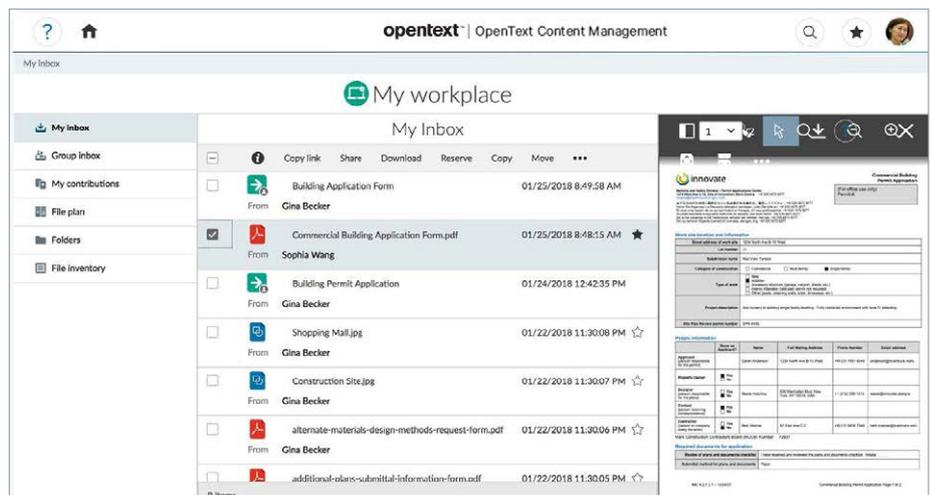


OpenText Content Management for Government landing page

Enables greater process efficiency and productivity

Eliminate paper and media duplication and waste with OpenText Content Management for Government and set the foundation for faster digital processes and better citizen service. Case management, social features and workflow capabilities promote processes and teamwork across departments. The government desktop supplies the case worker with an overview of assigned tasks and fast access to all necessary information to process them quickly and efficiently. The workflow capabilities provide inboxes for individual users, teams and organizational units.

Deputies can be assigned to act on behalf of a user, either temporarily or permanently, to ensure business as usual during holidays or sick leaves. Floating files, follow-ups or reminders and ad hoc workflows are supported, as are spontaneous or periodic reorganizations.



My workplace

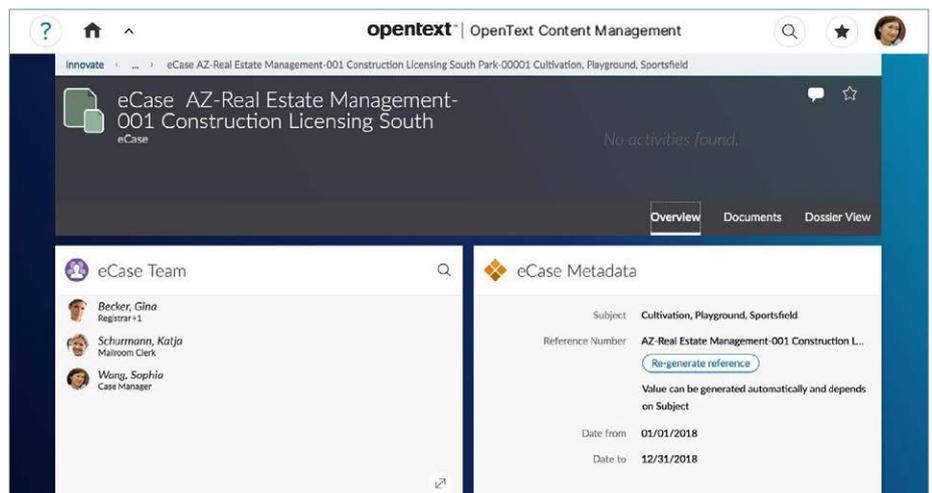
Structured filing in a file plan and extensive search capabilities with full text, attributes and faceted search ensures that content retrieval is fast and targeted. OpenText Content Management for Government integrates into specific public sector applications, as well as other leading business applications, such as Microsoft 365® and SAP S/4HANA®. This connects the content with the business processes of the leading application and provides direct access to the user in the context of the process. Business data from the application can be used as attributes for content, eliminating the need for manual entry.

In addition, the solution may be combined with OpenText™ Process Automation (AppWorks) for Government for greater workflow automation capabilities. OpenText Process Automation for Government is OpenText’s premier low-code automation platform and—together with OpenText Content Management for Government—makes up the Cloud for Government FedRAMP-authorized solution.

Increases governance, compliance and control

OpenText Content Management for Government supports the secure, long-term storage of electronic documents throughout the entire lifecycle, from digitization to destruction, with DoD-certified records management supporting the National Archives and Records Administration’s “zero-click” stated goals. Compliance and retention policies can be directly linked to documents, as well as specific areas of the file plan. The transfer of files from the OpenText repository to a federal or state archive is also supported. For long-term preservation requirements, the solution enables the conversion of scanned documents and various office formats to PDF/A, which is an ISO standard for long-term storage. Digital signatures can be applied and secured over the lifetime of the document with renewal procedures according to established standards, such as ArchiSig and ArchiSafe. If documents containing sensitive information need to be exchanged, protected sections can be redacted.

All relevant actions are traceable and auditable in OpenText Content Management for Government. Extensive audit trails track actions, such as the creation of and access or changes to content. Workflow history, such as document approval, can also be retained.



eCase overview page

A digital file for a range of use cases

OpenText Content Management for Government provides a digital file that meets the requirements of a modern, digital administration in central and local government, as well as municipalities. Being a feature-rich and widely applicable solution, it adds value beyond public sector use cases to areas where digital file management, case management, content lifecycle management and integration into various environments and leading applications is required.



eCase dossier view

Product features

Secure government cloud deployments

Authorized by FedRAMP® as a trusted cloud software solution for US federal agencies at the moderate level. Protected B-certified for Canadian central government agencies.

Digital file and content management

Manages content throughout its entire lifecycle in a digital file, where documents are filed according to a file plan and document management and collaboration takes place (creation, versioning, access control, alerts, approval workflows, tracking, etc.)

Case management, workflow and collaboration

Enables content related processes and collaboration within teams, across departments and applications and with external stakeholders by utilizing workflows and assignments, individual and group inboxes, proxy users and case management. May be paired with OpenText Process Automation for Government as part of the FedRAMP-authorized Cloud for Government solution.

Content capturing and classification

Provides scanning for paper documents, OCR and automated classification of all incoming content with extraction of attributes and optional rendering to long-term formats.

Content creation and distribution

Creates individual correspondence and interactive content, as well as automated, individualized, high-volume content creation, both with multi-channel distribution.

Processes and applications integration

Provides interfaces (OpenText Content Management API, CMIS) to integrate content with leading public sector applications, such as Microsoft 365 and SAP S/4HANA.

Product features

UI integration

In addition to the standard web user interface of OpenText Content Management, the solution can also be accessed from additional environments, such as Microsoft® Outlook®, File Explorer, Microsoft® SharePoint® or from UIs of leading applications, such as SAP, Salesforce, and ServiceNow®.

Compliance and governance

Offers secure, long-term retention and governance with archiving and DoD certified records management and support for specific government standards for record preservation, digital signatures and more.

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OpenText Content Management for Government deployment options:

Accelerate cloud strategies with OpenText cloud experts

- OpenText FedRAMP Cloud on AWS
- OpenText Protected B Cloud on AWS

Extend your team

- On-premises software, managed by your organization or OpenText

Run anywhere and scale globally in the OpenText public cloud

- Content Management for Government runs in the OpenText Public Cloud

Run anywhere and scale globally in the hyperscaler cloud of your choice

- Hyperscaler cloud partners (OpenText Private Cloud, AWS private or public cloud, GCP private or public cloud, Azure private or public cloud)

