

Solutions for National Security —The Right Information at the Right Time



Open Text Solutions for National Security

Livelink ECM – eDOCS™
Content Integration Allows
content to be shared across
Livelink ECM – eDOCS
components

**Livelink ECM – eDOCS for
ESRI** Bridges the gap between
content management systems
and GIS to provide a simple
interface to all map related
information

**Livelink ECM – eDOCS Email
Management** Captures,
manages, preserves and
leverages corporate email

Livelink ECM – eDOCS Mobility
Enables users to access
enterprise content from
any mobile device

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Livelink ECM – eDOCS™ Delivers National Security Content Solutions

Deterring terrorist threats, responding to hazards, and ensuring citizen safety, hinge on the first responder's ability to get access to the right information at the right time. Organizations responsible for national security programs and initiatives are often required to access and consolidate information gathered from disparate systems throughout the various federal, state and local government agencies.

Intelligence about suspected terrorists and known criminals resides in disparate systems throughout various federal government agencies and arms-length organizations, such as local fire and police departments. First responders from law enforcement agencies, emergency communications centers, public works and transportation, emergency medical services, disaster management and other security specialists need effective tools to quickly bring these information sources together and present them in an actionable format. It is only with access to full information that these users can confidently make the critical decisions they need to make in order to keep their country secure.

Consolidating Data and Content into a Single View

The network of organizations and institutions involved in national security generate an overwhelming volume of raw data and content. This consists of data from various structured data sources, such as databases and ERP systems, as well as unstructured content from email systems, documents, file systems and external information systems. The ability to systematically capture, create, manage, access, review, distribute, publish, store and preserve all security content, and leverage this information to its full potential provides national security organizations with complete insight into all information, facts and analysis to make mission-critical decisions.

Open Text solutions for National Security help first responders and other users gain access to the right information at the right time through consistent, easy-to-use interfaces. Open Text provides technology tools that capture, store, manage and secure information, so that the information is available when first responders and security specialists need it. Open Text offers solutions for National Security that address data integration, graphical information systems integration, records and email management, and mobile access to information from a mobile device.

Consolidating this information and converting it into accurate, consistent, and timely security intelligence is a key requirement for first responders. The creation of a unified enterprise content management repository bridges the gap between disparate structured data and unstructured content repositories, and creates a unified infrastructure for ubiquitous access to all data and content stored across the network of organizations and agencies. This unified access is a critical element for making quick, informed decisions.

National Security organizations need to distill, consolidate, organize and classify large amounts of data and dynamically transform into accurate consistent, and timely information. During this process, this vast amount of structured data and unstructured data is enriched and gradually converted into a smaller amount of meaningful content.

This corresponds to the data management aspect of this comprehensive solution, which encompasses document management, data integration, knowledge management, collaboration, record management, and reporting, setting the foundation for security planning and prevention strategy analysis. From this framework security organizations can develop analysis, planning and response views to address the security intelligence requirements of each group.

During different stages of the content lifecycle, a great deal of metadata (information about information in its simplest form) is created. This metadata brings additional meaning to the information, and turns information into security intelligence. Therefore, this metadata needs to be captured, managed, reused and deployed to get the full meaning of underline information. Metadata is very important in search and classification where it plays a role in determining the relevancy of information and helps to narrow a search. This ensures first responders and other security specialists get specific answers to their questions quickly and efficiently.

To access this warehouse of valuable data and content, reporting tools provide the foundation for security specialists and first responders to extract value from the compiled data. The key to making productive use of the network of information resources for national security organizations is the ability to pose questions about the data and communicate results in a meaningful medium. Livelink ECM – eDOCS™ reporting functionality provides the tools analysts, planners and responders need to get useful answers from the raw data.

Access to Security Intelligence through Familiar Interfaces

Although reporting is an effective way to get at the security intelligence stored in the unified enterprise content repository, it is not the only method to access critical and relevant information. Users have the option to access information from the applications they are most familiar with, including desktop applications, email, or a Graphical Information System (GIS) interface.

Geographically oriented access to the unified enterprise content management repository allows first responders to leverage security intelligence through a map interface. Homeland Security organizations such as Security agencies responsible for homeland protection, emergency management coordination, intelligence and the safety of the food, water and energy supplies leverage the use of spatial data to plan and respond. Information being compiled by the various agencies and groups is often associated with a geospatial location, e.g. airports, power plants and government buildings. Open Text's integration to graphical information systems provides a bridge from a point on a map to the information in the warehouse associated with that point, enabling a simple, yet powerful way to leverage the intelligence stored in both systems.

Once the information is found and analyzed, it must then be communicated to other organizations and agencies to alert them to a possible security concern or update them on a specific situation. For audit purposes the communication of security intelligence must also be managed. Paper-based information is tracked in its traditional way, but in order to address the increasing prevalence of email and instant messages, new technology tools must be leveraged to provide for these process requirements.

Open Text's Email Management enables federal agencies the arms-length organizations to secure, manage, store and archive emails relevant to national security issues. Capturing and securing electronic communications in the unified enterprise content management repository not only allows correspondence to be audited for procedural compliance, but also allows electronic communications to be leveraged as organizational knowledge. Email content may be associated with other documents, messages and attachments, providing the same accessibility as the rest of the information stored in the unified enterprise content management repository.



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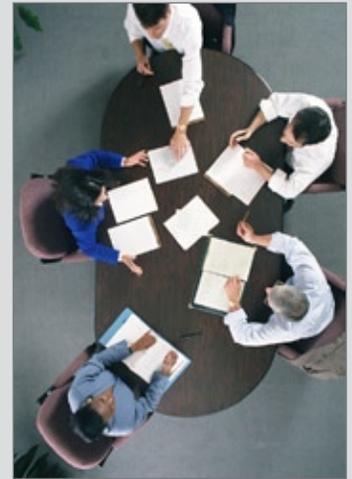
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Information must be accessible at anytime, from anywhere, and on any device. This means first responders and security specialists must have the ability to access security intelligence from laptops, PDAs and/or cellular telephones. The expectations of mobile workers extend beyond passive access to enterprise applications to include 'actionable mobility' — the ability to respond to outstanding tasks and resolve them while in the field.

Livelink ECM – eDOCS™ Mobility allows users to stay connected from remote locations, and provides secure, interactive access to national security content such as documents, reports and electronic communications. Mobility is a critical component for first responders to stay connected, communicate with peers, and access the right information when they need it. Mobility also enables first responders to update the information from the field ensuring complete and accurate information to other national security users.

Livelink ECM – eDOCS Delivers National Security Content Solutions

Livelink ECM – eDOCS solutions for National Security provide the necessary functionality to manage and access the information necessary to provide citizen safety and security. The creation of a unified enterprise content repository will enable the first responders and security specialists to have a single access point to the diverse set of information that they require in their job. Livelink ECM – eDOCS provides the tools to gather, manage secure, access, analyze and distribute information as security intelligence in real-time to make sure that the right information is in the right place at the right time.



Solution Highlights

Open Text Solutions for National Security:

Create a unified enterprise content management repository

Create a central security intelligence data warehouse

Extract value from compiled data

Access information through points or features on a map

Store, track and manage email messages

Access security intelligence using any device



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