

# OpenText Records Management Solutions

Ensure the sustainability of your business and the minimize risk of unmanaged information

***OpenText Records Management is an integral component of the Enterprise Content Management (ECM) suite that OpenText offers to help organizations execute on comprehensive Enterprise Information Management strategies. Sophisticated ECM capabilities improve that ability of organizations to establish information security and governance for all content and all business processes across an organization.***

Records management reduces risk. That's the bottom line. A disciplined, enterprise-wide records management program ensures you can comply with external regulations and internal policies. It's also the one strategic move you can make to minimize the risk of unmanaged information. At the end of the day, an investment in records management is really an investment in the long-term viability of your business or organization.

## **Records management: Yes, it's that important**

Reducing legal risk helps ensure the sustainability of your business. However, if your organization hasn't implemented records management, you may be tolerating much more risk than you're aware of—or comfortable with.

In fact, the very absence of a records management program has, in itself, resulted in substantial fines and penalties for businesses, even when no malicious intention has been shown.

OpenText can change that. An OpenText Records Management solution improves employee productivity and minimizes costs associated with storing information inefficiently, thus reducing overall operational costs.

But, without question, its primary value is protecting your business through risk aversion and litigation preparedness.

Indeed, by enabling you to demonstrate "the routine, good faith operation of an electronic information system" (US Federal Rules of Civil Procedure), OpenText Records Management can have an immediate impact in reducing your risk. And because it may not always be possible to avoid litigation, even for businesses that make every reasonable effort to abide by regulatory and legal requirements, OpenText Records Management can help you mitigate the costs associated with legal inquiry and eDiscovery.

## **OPENTEXT RECORDS MANAGEMENT:**

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### **Part of the OpenText ECM suite**

As part of the OpenText ECM suite, OpenText Records Management is an important piece of your organization's overall ECM strategy. Indeed, records management is often the first step many organizations take on their journey toward ECM. And deploying records management with OpenText provides you with a foundation for any number of applications that address specific business requirements.

## Reducing risk, driving efficiency

A records management program built on OpenText puts your organization in the position to achieve these benefits:

- **Eliminating spoliation and the smoking gun:** Not all content needs to be kept. But deleting information arbitrarily subjects you to the risk of deleting content you should legally have kept (spoliation) or keeping content you should have deleted (the smoking gun). OpenText Records Management gives you a systematic and enforceable way to sort significant content from clutter that merely takes up space.
- **Minimizing eDiscovery costs:** It's during a discovery process that some companies really find out how much information costs. The more content you store, the longer it will take for high-priced attorneys to sift through it all. Records Management can help by reducing redundant or obsolete information, which, for some organizations, represents up to 90 percent of their stored content.
- **Reducing the hidden cost of storing content:** Hardware devices, backup and restore procedures, system performance, energy requirements, administration overhead—the cost of storing content is significant. But even greater may be the impact on employees who spend time searching for or recreating existing content. Records Management lays the foundation so you can eliminate these costs.

## OpenText Records Management for the enterprise

OpenText encourages the adoption of records management by extending the applications users are already familiar with. The degree of integration between Records Management and two key enterprise applications in particular—Microsoft® SharePoint® and SAP®—is unique, unmatched by other vendors. That relationship allows users to leverage embedded functionality to indicate and manage records natively.

As a result, records management becomes seamless and simple for business users.

In addition to deep integrations with other technology leaders, OpenText Records Management allows you great flexibility

in implementing a program that is suited to your organizational processes. Some organizations want heavy involvement by their end users. Others prefer auto-classification to minimize the reliance on users to ensure conformity with records management policies. OpenText supports whatever process makes the most sense for your business.

## OpenText: Leadership, expertise, and vision

Regardless of your organization's strategy for records management—whether, for example, you take a centralized approach or one that relies on greater user participation—there's no question that your records management program relies to a large degree on the having the right technology as a foundation. OpenText Records Management enables your program to achieve the goals of being defensible, end-to-end, all-inclusive, integrated, and cost-effective. Moreover, the OpenText Records Management solution is unique among offerings on the market based on these characteristics:

- **History of leadership:** OpenText has a long track record of leadership and expertise in records management. OpenText Records Management has always received the highest rankings from industry analysts. In the latest Forrester® Wave™ report on records management, Forrester wrote, "In addition to solid records management capabilities and complementary solutions, packaged integrations with SAP and Microsoft SharePoint make OpenText a compelling choice for many enterprises."
- **Comprehensive approach to managing content:** An integral part of the OpenText archiving, metadata management, search, and storage management capabilities, OpenText offers the industry's most comprehensive set of solutions for extending records management to physical media and electronic content, including email, instant messaging, file systems, content repositories, and third-party applications like SAP and SharePoint.
- **Certified solutions (including SAP and Microsoft):** OpenText Records Management meets the U.S. Department of Defense (DoD) O15.2 certification

*"With OpenText, we have much better control over information across the enterprise. For example, in litigation, we can provide requested information in a very timely manner. If the information is not extant, we can authoritatively demonstrate that we purged the information in compliance with laws and regulations."*

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requirements and helps companies meet ISO 15489, VERS, and MoReq2 requirements. We're committed to meeting our customers' requirements for compliance with government, industry, and legal regulations.

- **Vendor-agnostic philosophy:** OpenText takes a unique, repository-agnostic approach to records management, enabling users to apply records management principles to content regardless of where or how it's stored. The benefit to you is that we fit into your existing ecosystem and leverage your existing investment.
- **Ability to manage all media:** Many software vendors seem to have forgotten that records management started out as a way of managing physical documents. Not OpenText. At the same time that we're helping organizations manage physical and electronic records, we're also looking forward and addressing the new requirements of social media—and beyond. ■

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