

■ Solution Brochure

Open Text Email Lifecycle Management, eDOCS Edition

Capture, secure and control your organization's email

Email is the de facto communication method of commerce, despite its inherent, informal communication style. Messages are sent every day concerning business strategy and decisions, sales forecasting and contracts, customer service, and HR issues, and many organizations overlook the strategic business importance of email as a primary source of communication. For years, the knowledge management value of email has been generally understood, but not realized.

Solution requirements for managing email typically come from two constituents in the organization: IT departments, who seek to relieve storage burdens in the form of email archival solutions; and Records Management practitioners, who look to incorporate email as another record type with applied retention and disposition activities in lifecycle processing. Successful email management initiatives combine records processing requirements with backend technology solutions, resulting in a consolidated enterprise content management (ECM) repository housing email alongside other business relevant content.

Open Text Email Lifecycle Management, eDOCS Edition

The Open Text Email Lifecycle Management, eDOCS Edition meets the demanding requirements of the IT and Records Management professionals while also enabling the users to reclaim personal productivity by simultaneously simplifying the capture of messages as business content or records. Our approach to content lifecycle management surpasses traditional email archival solutions by leveraging email as a corporate knowledge asset, making it easier to use, find, and manage email alongside other related content from intuitive interfaces that let users work the way they want to work.

Document and Records Management

eDOCS DM increases productivity by enabling faster access to content, providing control over metadata classifications, and enabling users to better organize documents, whether it be through the use of folder structures, tailored workspaces, or metadata. Open Text offers a complete records management solution to address legal and regulatory issues around records, mitigate business risk and avoid the costs associated with improper record handling. It also averts the consequences that lost or invalid knowledge assets have on the long-term viability of organizational decision-making abilities.

Encourages users to file emails

Organizations can see a dramatic increase in productivity by enabling users to manage email, in-process documents and final records in a single, integrated content store. When presented with a business relevant view of email alongside related content, users waste less time performing iterative queries to produce contextual results. The Email Lifecycle Management, eDOCS Edition makes it easier for users to file, secure and share email messages within eDOCS DM. The Email Lifecycle Management, eDOCS Edition includes multiple features which make it as easy as possible for users to file emails.

Open Text eDOCS Email Filing Features

eDOCS Email Filing Assistant	When saving individual emails (on send or on first read) the software can make suggestions on the likely filing locations by providing single click access to the profile defaults used for that email thread or used last time an email was sent or received from a specific email address.
eDOCS Email Bulk Filing	Users can identify a folder or group of emails and associate profile defaults then let the system file the emails behind the scenes – freeing the users to continue their jobs.
eDOCS Email Auto Filing	Users can setup specific Outlook folders with profile defaults and then simply drag emails to that folder allowing the system to file the email into eDOCS DM automatically while they work on other tasks.
eDOCS Email Marker	Users can see at a glance which emails have been filed and can see what metadata is associated with them even while they continue to work inside their email interface.

Benefits

- Reduce need for more and faster MS Exchange servers
- Improve user compliance with Document and Records Management policies
- Increase users' productivity and access to information
- Reduce risk and facilitate compliance



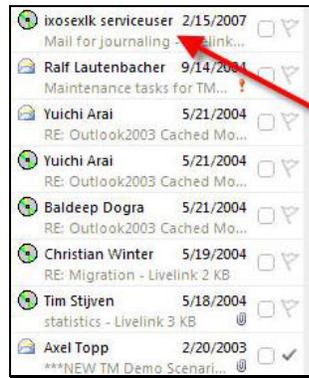
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eDOCS Email Marker flags documents that have been moved to DM and categorizes the emails with metadata from the documents' DM profiles

An integrated solution with proven Archiving technology

The Email Lifecycle Management, eDOCS Edition offers integration with the Livelink ECM – Email Archiving for Microsoft Exchange software which automatically archives emails and attachments as they are sent or received, according to pre-defined rules. The archiving process is transparent to end users and can provide your organization with the following benefits:

- Reduce your Microsoft Exchange database size up to 90 percent
- Reduce the number of Microsoft Exchange servers up to 75 percent
- Accelerate backup procedures, in some cases from more than 24 hours to less than two hours



Email Archiving moves the email to an Archive server but allows users to continue to work with the email in MS Outlook as a "stub".

OPEN TEXT

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Printed in Canada. S_M_SB_ELMEDOCS_E(20080923)

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