





OpenText Suspense Tracking for Microsoft® SharePoint®

With OpenText Suspense Tracking, organizations realize the following benefits:

- Increase productivity and reduce cost through automated processes, increased transparency, and improved response capability
- Improve transparency by giving authorized personnel visibility into all phases of a suspense
- Reduce risk with assured compliance through increased controls
- Simplify suspense tracking
- Optimize efficiencies through easy-to-use collaboration, dashboards, detailed reporting, and an underlying content management repository
- Comply with key regulations such as Section 508, DoD 5015 RM, Digital Signature and E-Signature

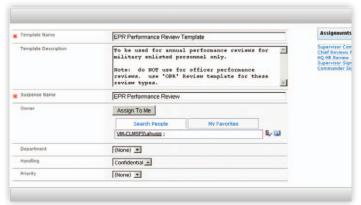
OpenText Suspense Tracking for Microsoft® SharePoint® helps both public and private sector institutions manage ad-hoc tasks or "suspense" requests, along with recurring administrative tasks for improved responsiveness, operational efficiency, and overall productivity. OpenText Suspense Tracking combines flexibility and ease of use with the full power and scalability of Enterprise Content Management (ECM) software from OpenText and Microsoft. Built on a seamless integration between OpenText Content Server™ as a trusted repository and Microsoft SharePoint as infrastructure platform, OpenText Suspense Tracking delivers a tasking system that allows for the spontaneous routing of daily work activities from routine to processoriented collaborative actions which require a formal coordination process.

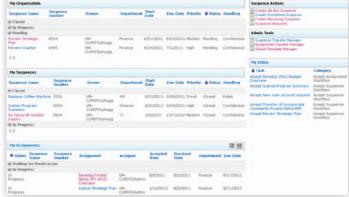
Rapid response time and effective collaboration are mission-critical to any organization for daily operations. For organizations in the public sector, suspense tracking is essential to meeting mission and operational deadlines, assuring collaboration and helping offices answer complex congressional requests or handle simple reporting. As organizations strive to do more with fewer resources, adapt to changing conditions and comply with regulatory mandates, they require suspense tracking systems that connect information across disparate locations, increase visibility across agencies, and provide accountability to the delegating office.

Within many organizations the volume of work continues to increase while resources decrease. Manual-intensive and paper-based processes put a strain on the effectiveness, timeliness, and accuracy of actions and responses. In a web-based environment where response time becomes a critical measurement of performance, effective suspense management is an imperative requirement. Using technologies to automate and streamline suspense tracking, while providing visibility into the process is critical to the readiness, responsiveness, and productivity of organizations.

OpenText Suspense Tracking delivers on the mission critical tasks of public and private sector operations. It is scalable and flexible, enabling organizations to communicate, research, and respond to tasks with maximum efficiency and accuracy. From the initiation and delegation of a task to each stage of its execution, OpenText Suspense Tracking provides a familiar and easy-to-use environment utilizing established applications. By leveraging OpenText and Microsoft content management and business process management technologies, each task is completed on time and with greater automation of time-consuming manual processes.







Global and/or individual suspense templates can be created, modified, saved, and reused to save time and improve efficiency

All relevant information and prioritized suspense actions are consolidated into a comprehensive and personalized dashboard

OpenText Suspense Tracking: Optimizing operational performance

Organizations can use OpenText Suspense Tracking to track all actions or "suspenses" of multiple types to ensure that necessary responses have been made, determine how long it took to respond, and what the response contained. Each suspense is processed as a single, automated workflow that includes multiple assignments, reviews, delegations, and approval processes. With OpenText Suspense Tracking the entire lifecycle of a suspense is automated, from receiving assignments to initiating, routing, delegating, and generating a response for review and approval, distribution and final archiving.

OpenText Suspense Tracking incorporates all spreadsheet, hardcopy, and email processes into a single paperless system that automates the creation, delivery, routing, and tracking of suspenses. Associated information can be attached to the suspense or task assignment, including incoming correspondence from a variety of sources such as paper, email, scanned images, telephone, faxes, and handwritten notes.

OpenText Suspense Tracking simplifies and automates business operations using easy to configure, predefined "suspense templates" for common repeatable processes such as command/general staffings, personnel evaluations, awards and decorations, and requests for information. A suspense template assistant is included for creating global and individual templates to predefine assignments for common or routine tasks. Non-technical users can easily create multiple suspense templates using the suspense template assistant. Once created, a suspense template can be saved, modified, and reused by authorized users to fully automate and enforce any business process, resulting in time savings and efficiency gains for any repeatable tasks in the future.

Ease of use and collaboration

From the initiation and delegation of a task, to each stage of its execution, Open Text Suspense Tracking provides a familiar, easy-to-use environment with templates and full integration to existing applications such as Microsoft® Office and Microsoft® Outlook. Users can create and edit suspense attachments from a standard

Outlook desktop client. Suspense and task assignments can be created with ease using wizards to enter tracking data. Multiple assignments to both internal users and external participants can be made.

The solution enables personnel at all levels to coordinate and complete vital tasks across multiple stakeholders including individuals, project teams, or ad-hoc working groups, promoting collaboration with online private, secure workspaces and full visibility to executives at all stages. The system supports role-based access to view suspenses, assignments, approval cycles, and delegations based upon user permissions and authority. Using Open Text Suspense Tracking, organizations can securely and effectively manage their workforce to optimize workloads, re-assign tasks, cover unplanned leave, and manage team performance.

Consolidating information to save time and reduce error

OpenText Suspense Tracking gives organizations the ability to unite communication channels and solve many inherent problems related to tracking and managing suspenses by providing a single view to all work. A suspense tracking dashboard gives users a comprehensive view of any clearly labeled and initially prioritized suspenses, providing a clear communications history of any task and its accompanying information. Without a centralized way to store all suspenses, responses, and other related documents, organizations are unable to effectively share knowledge and collaborate. Duplicated efforts often are the result as the same responses are rewritten from scratch for multiple inquiries.

OpenText Suspense Tracking replaces manual, labor-intensive processes to significantly improve staff productivity, reduce risk and reduce administrative costs, providing better use of resources and funding within operations. Organizations can experience significant time savings as users are no longer required to open, read, and prioritize each email. Using the dashboard, users only see what suspenses they need to take action on, reducing inbox overload and the need for email inbox management.





OpenText Suspense Tracking helps office cultures migrate from sorting through the trivial many to focusing on the critical few. As well, it supports mandates for modernization by allowing users to review and respond to task assignments using their hand-held mobile devices.

Improved visibility into processes

In nearly every organizational department managers are responsible for managing routine and ad-hoc tasks. With each task, managers are required to track trends, reduce risk, and resolve issues before they escalate into serious problems. Staff effectiveness relies on dependable personnel and equally reliable technology systems to ensure tasks are delegated, managed, and completed according to an organization's needs and requirements.

OpenText Suspense Tracking helps to increase visibility across disparate information sources by using a fully integrated suspense tracking system. Managers can review their staff's current workload and reassign multiple assignments at one time. Automated workflow and work queue management enable supervisory staff to monitor the process from end to end, adjusting workloads as necessary to avoid bottlenecks. Alerts and notifications warn of any delays in processing, aiding in compliance with time-sensitive restrictions. Security and auditing provide authorized access assurance and complete visibility of all process participants, showing who accessed what and when.

OpenText Suspense Tracking enables personnel at all levels to coordinate and complete vital tasks regardless of the number of project stakeholders— providing authorized personnel with insightful visibility into the status of existing tasks.

Fully extensible and integrated to support the enterprise

OpenText Suspense Tracking is built on top of the OpenText Application and Governance for Microsoft SharePoint module that provides integrated, end-to-end management of SharePoint sites and documents across an entire enterprise, as well as a case management framework for SharePoint. The solution is fully integrated with two world class systems, OpenText Content Server and Microsoft SharePoint, allowing organizations to expand the system to address other content and records management needs easily, without significant custom integration. As part of a fully integrated solution, organizations can easily apply records management, for example, to official suspense records.

State-of-the-art, streamlined technologies and services

Made up of a set of secure and fully integrated technology components, OpenText Suspense Tracking combines the following technology services:

 Digital Document Management: Manage suspense-related information digitally and increase its distribution via mobile and web technologies.

- Search: Easily find critical and suspense-related information. The solution provides a searchable, central repository for all suspenses so that task assignees can reuse existing materials.
- Task Management: Provide more accurate and informed responses in less time. Enables supervisory staff to monitor the process from end to end, adjusting workloads as necessary to avoid bottlenecks. Alerts and notifications warn of any delays in processing.
- Workflow: Automatically route taskers to appropriate staff for management, enabling them to provide more accurate and informed responses in less time. Supervisory staff can monitor the process from end to end, adjusting workloads as necessary to avoid bottlenecks. Alerts and notifications warn of any delays in processing.

OpenText - The Content Experts™

OpenText is currently helping over 9,500 public sector customers around the world respond more quickly in the face of operational and global pressures. Using our solutions, organizations are increasing service delivery to citizens, businesses, and international stakeholders while managing a complex fiscal situation and driving value for investment on behalf of all constituents.

OpenText is a global solution provider with access to support and services across the globe to ensure that you get the maximum value out of your investment in OpenText Suspense Tracking. Working with the Content Experts™ gives you access to:

- Years of experience in deploying and maintaining public and private sector solutions
- A team of experts dedicated to your OpenText solution
- Software upgrades, product information, and customer support
- Scalability as required to grow your project or deployment
- Fast deployment with demonstrable return on investment

For more information, visit:

Australia

http://www.opentext.com/2/global/solutions/sol-gov-home.htm

www.opentext.com

North America + 800 304 2727 United States +1 847 267 9330 Germany +49 89 4629 0 United Kingdom +44 0 1189 848 000

+61 2 9026 3400

ECM SUITE 2010

TOGETHER, WE ARE THE CONTENT EXPERTS

SOLUTION OVERVIEW