

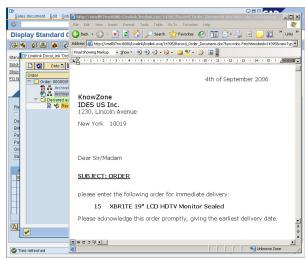
Product Overview

## Open Text Extended ECM for SAP® Solutions

Enterprise Content Management in the Context of Your SAP Environment

Many business processes in both commercial and government organizations span the worlds of transactional data and business content. Open Text Extended ECM extends the transactional process management capabilities of SAP ERP with comprehensive Enterprise Content Management (ECM) capabilities, including document and records management and collaboration.

With Open Text Extended ECM, you can unite the worlds of ERP and ECM in a single solution, reducing the risks and costs of records mismanagement, increasing information worker productivity and enhancing your ability to comply with regulations.



### Users can open business documents, such as this Microsoft Word file, directly from related business objects in SAPGUI.

## The Right Information, at the Right Time, in the Right Place

Business processes such as case management, grants management, tax and revenue management, budget formulation, vendor invoice management, performance management, contract management, lease and contract management, agenda management, HR processes and more must deal with large volumes of business content, including paper, electronic forms, email, office documents and so on.

This content must be captured, managed, stored, preserved and delivered to the right user, at the right time and in the right place. The "right user" means only those users that are authorized to see the information. The "right time" is as soon as they need it. The "right place" is in the context of transactions managed in your SAP Business Suite applications.

"Our government customers require technologies that help them consistently manage and archive ERP data and unstructured content from a single well-integrated platform. Working closely with Open Text, we are able to meet this demand with a certified records management solution that is tightly integrated with our public sector offerings"

#### President of SAP Public

President of SAP Public Sector Americas

Open Text Extended ECM manages all forms of content throughout the entire content lifecycle. It combines secure, automated capture, storage, and organization of documents with archiving, records management, and imaging functionality. In addition, it provides team collaboration, collaborative workflow and search and retrieval capabilities.

Powered by SAP NetWeaver®, Open Text Extended ECM provides an ECM framework that works with your SAP software to enable you to:

- Address a range of content-centric problems with capabilities that include document and records management, imaging, intelligent storage management, long-term archiving, information retrieval, team collaboration and management of collaborative, content-centric processes.
- Mitigate risk of audit, regulatory and litigation issues by enabling everyone to file corporate information holdings in a secure, managed repository based on your organizational policies.
- Enhance your ability to comply with regulations and internal controls by managing business content, generating full
  audit trails of events in the system, and applying comprehensive retention and disposition rules to content lifecycles.
- Improve productivity and reduce costs by eliminating paper-based processes and putting corporate information at the fingertips of information workers.

Open Text Extended ECM provides a common ECM toolset across the organization, lowering training investments, increasing information accessibility and ensuring that all employees have the all information at their disposal. Regulations have made organizations responsible for their content—from creation to archival and destruction. However, managing the full content lifecycle isn't just driven by the need to comply. It's also better business.



#### **Centralize Information Access and Management**

Open Text Extended ECM enables your organization to manage all forms of content throughout its lifecycle. It effectively adds a compliance layer to your business processes to help you meet regulatory requirements, so you can consolidate content while optimizing support for business processes across the enterprise.

Paper is still fundamental to many business processes. For example, insurance, health management and managed-care organizations process thousands of documents every day—everything from claims and enrollment forms to referrals and reports. Open Text Extended ECM provides support for scanning the original paper documents and creates an electronic copy that can be more cost effectively captured, accessed, and managed.

#### **Ensure Regulatory Compliance and Mitigate Risk**

With government regulations, such as those from the U.S. Office of Management and Budget, records management—tracking, retaining, and archiving information—is no longer optional. Most organizations lack a means of capturing and managing electronic information using a single, uniform policy. Email in particular is managed in an entirely ad hoc fashion.

Open Text Extended ECM provides retention and disposition functionality that enables your organization to define and manage the lifecycle of its departmental records. You can create full and detailed listings of records that are ready for review, transfer or final disposition. The listings can then be routed to appropriate individuals for review and approval. Final decisions can then be made to delete the record, retain it for a period of time or keep it permanently. All activities in the system are fully audited, with detailed logs maintained and readily accessible.

#### **Provide Complete Enterprise Content Management**

Open Text Extended ECM is a complete ECM application that allows you to manage content-centric business processes, complementing your SAP applications' ability to manage transaction-centric processes. Open Text Extended ECM builds on the foundation of a comprehensive document management system and extends it to a full lifecycle management system for all enterprise content by adding the following capabilities:

- Imaging—Manage high-volume and low-volume scanning requirements, recognize electronic forms, automate
  metadata tagging, and enhance scanned images. Support key business systems and all major scanning hardware,
  quickly and cost-effectively turning paper documents into digital business assets. Automatically render content into
  standardized formats to ensure future readability.
- Workflow—Open Text Extended ECM's integrated workflow replaces paper-based processes by electronically
  routing documents from one person to the next. It provides an end-to-end view of processes that span multiple
  enterprise applications.
- Virtual Views—Access business-related documents from any location, ensuring consistent information flow and
  increasing the efficiency of global business processes. Integrate content from multiple SAP and non-SAP systems
  to create process-oriented, virtual views directly in your SAP interfaces.
- Records Management—Open Text Extended ECM's records management capabilities are certified to be
  compliant with the U.S. Department of Defense's 5015.2 Chapter 2 and 4 regulations. Manage the lifecycle of
  electronic and physical records according to internal policies and regulation requirements. Create classification
  plans, retention periods and disposition policies. Place holds on items scheduled for destruction. Integrate content
  from multiple SAP and non-SAP systems to create virtual views.
- Archiving of ECM content as well as SAP data and documents—Archive petabytes of digital content. Content
  retrieval and response remains fast, reliable, and transparent. Write content onto alternate, unchangeable storage
  media, authenticate it with time stamps, and retain audit trails within the archive. Identify duplicate instances of
  content within the file system to eliminate redundant copies and automatically compress content. Define rules
  specifying storage hardware for archiving.
- Storage management—Open Text Extended ECM's records management and archiving technologies combine to
  allow you to migrate aged content from high-cost disk storage to low-cost devices to minimize the requirement for
  new hardware investments to meet the demands of spiraling content growth.

#### **Turn Information into Business Value**

Open Text Extended ECM comprehensive ECM framework helps you capture and manage all forms of information from across your organization's existing SAP and non-SAP systems—and deliver it to the right person, at the right time, in the right place. For organizations like yours, no other solution is better suited to help you meet your enterprise content and records management obligations and improve overall organizational performance.

For more information about Open Text Extended ECM, visit www.opentext.com/ecm-for-sap.

# OPEN TEXT The Content Experts\*

Sales	Americas	Europe		Asia/Pacific
www.opentext.com	United States	Germany	United Kingdom	Australia
sales@opentext.com	100 Tri-State Int'l Parkway	Technopark 2	Grosvenor House	Level 23
North America Sales	Lincolnshire, IL	Werner-von-Siemens-Ring 20	Horseshoe Crescent	100 Miller Street
1 800 499 6544	USA 60069	D-85630 Grasbrunn	Beaconsfield, Bucks	North Sydney
International Sales	Db 4 0 47 007 0000	Db 40 00 4000 0	HP9 1LJ	NSW 2060
+1 8004996 5440	Phone: +1 847 267 9330	Phone: +49 89 4629 0	Phone: +44 1494 679700	Phone: +61 2 9026 3400
+1 0004990 3440	Fax: +1 847 267 9332	Fax: +49 89 4629 1199	Fax: +44 1494 679707	Fax: +61 2 9026 3455

Copyright © 2008 by Open Text Corporation. Open Text, The Content Experts, Livelink, and Livelink ECM are trademarks or registered trademarks of Open Text Corporation. All other trademarks or registered trademarks are the property of their respective owners. All rights reserved.

Printed in Canada. S\_M\_PO\_LLECMTM\_E(20080530)



#### **Deliver real results:**

- Access enterprise content via SAP interfaces
- Mitigate risk by maintaining content integrity
- · Enhance customer service levels
- Improve overall information management
- · Drive down the costs of ECM
- Maximize the ROI of your SAP investments
- Reduce the TCO of your IT environment
- Capture your organization's experience and knowledge
- Stimulate innovation and creativity
- Increase speed and adaptability to change
- Apply records management controls to SAP content

If you are an Open Text partner or customer, visit online.opentext.com

for more information about this and other Open Text solutions.

Open Text is a publicly traded company on the NASDAQ (OTEX) and the TSX (OTC).