

Livelink ECM – eDOCS™ for Government



Government Challenges

How can technology solutions help government agencies comply with imposed legislation?

What solutions are required to ensure that legislation is adhered to and that directives for streamlining operations, cutting costs, and promoting best practices are followed?

And, perhaps most importantly, how can agencies ensure that the solutions they implement today will be a platform for the next generation of electronic records as agencies move into a collaborative, distributed environment?

The Solution

Livelink ECM – eDOCS for Government is a platform that offers complete lifecycle management for both physical and electronic records, as well as knowledge management components that empower workers and other constituents to more effectively and quickly find the information they need.

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Improving Efficiency and Serving Citizens More Effectively

Government agencies at all levels, across all jurisdictions, are mandated to create, protect and preserve records as evidence of the policies and programs that affect daily lives. Enhancing the delivery of services to citizens and businesses, while balancing budget and resource constraints is the challenge faced by our public servants.

The Business Challenge

The world of the government knowledge worker has changed. Over the last two decades, the technology revolution has broadened access to authoring tools, email, and other forms of electronic communication. While the truly paperless agency still has not arrived, citizen interaction, policy decisions and research have all moved into predominantly on-line platforms. Government agencies at all levels, across all jurisdictions, are mandated to create, protect and preserve records as evidence of the policies and programs that affect daily lives. Enhancing the delivery of services to citizens and businesses, while balancing budget and resource constraints is the challenge faced by our public servants.

Traditionally, a wide variety of physical records have been created and maintained for the purpose of conducting official business. Printed documents, engineering drawings, charts and maps, historical artifacts, pictures, film, and physical evidence are all examples of records that require storage, organization, management, and control. With the rapid move from paper to electronic forms and records, as well as the addition of modern records generated by applications such as email, instant messaging, Web pages, scanned documents, line of business applications, databases, and multimedia files, the management task is compounded.

Governments also have strict information management requirements that must be taken into account when deploying new technologies. Respect for archival legislation, obligations to citizens under Freedom of Information and Privacy legislation, requirements to share data with other agencies or other levels of government, are all universal considerations for the public sector. Government particularly is seeing a wide adoption rate of mobile devices in areas related to law enforcement, inspections, election campaigns and emergency services. New communication platforms such as mobile hand-held devices, wireless email capabilities and instant messaging will enable the next wave of electronic records to be generated and received by remote and distributed public sector organizations.

Regulatory agencies also have significant influence over the way government agencies handle records. Bodies that monitor taxation, environmental protection, human rights or food and drug safety all have policies that mandate thorough, stringent records management practices.

Livelink ECM – eDOCS™ for Government

Open Text offers a solution that is fully compliant with records management standards, such as the US DoD 5015.2, enabling government agencies at all levels to manage records and other knowledge assets while achieving such directives as streamlined efficiency, maximized productivity, and improved information access. Government agencies can rapidly deploy a secure and centralized information management system to facilitate document and records management, to accelerate compliance and accountability mandates while greatly improving the speed and accuracy of information categorization and, more importantly, knowledge retrieval.

How Does Livelink ECM – eDOCS Benefit Public Sector Organizations?

- **Increased Data Integrity** — The centralized repository of Livelink ECM – eDOCS ensures that documents and records, regardless of format, are stored, indexed, and managed within a single source. This mitigates the risk of duplication, ensures accuracy of records, improves accountability and non-repudiation policies, and streamlines administration of the records management practice.
- **Improved Information Access** — With integrated knowledge management components, Livelink ECM – eDOCS enables agencies to index and categorize document and record content of all types. This generates a variety of benefits, including improved information access to public constituents, accelerated time-to-knowledge for agency employees, and reduced administration of record catalogues through process automation.
- **Reduced Costs** — Paper-based record management approaches are extremely time-consuming, highly inefficient, labor-intensive processes. Livelink ECM – eDOCS, with its integrated set of information management solutions, dramatically streamlines and improves the organization, management, and storage of the thousands of documents, records, and knowledge assets handled by government at all levels.
- **Streamlined Compliance Efforts** — Livelink ECM – eDOCS offers an industry-leading solution aimed at helping agencies more effectively and efficiently manages electronic and physical information according to specifications such as DoD 5015.2, UK TNA and MoReq. With its highly secure environment, rich document management feature set, powerful knowledge management capabilities, and seamlessly integrated records management system, Livelink ECM – eDOCS ensures streamlined compliance with government legislation and regulatory policies.



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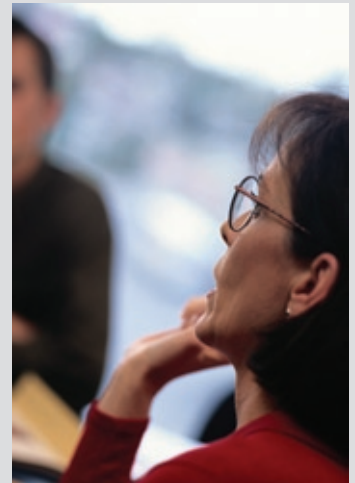
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Visit www.opentext.com today and discover how governments at the federal, regional, and local levels are leveraging the power of Livelink ECM – eDOCS to tackle their records management challenges, improve information access, and generate innovative practices to improve overall productivity and efficiency.



“...we need to ensure that all employee information is correctly stored and controlled...Using Open Text technology we are now able to set controls on such information, to make sure it is being deleted or recorded as necessary.”

David Wyatt,
Head of Information Management,
London Fire and Emergency
Planning Authority

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CORPORATION

Sales	Americas	Europe	Asia/Pacific	
www.opentext.com sales@opentext.com North America Sales 1-800-499-6544 International Sales +800 4996 5440	United States 100 Tri-State Int'l Pkwy Lincolnshire IL 60069 Phone: 847-267-9330 Fax: 847-267-9332 Toll Free: 1-800-538-7723	Germany Technopark 2 Werner-von-Siemens-Ring 20 D-85630 Grasbrunn Phone: +49 89 4629 0 Fax: +49 89 4629 1199	United Kingdom Grosvenor House Horseshoe Crescent Beaconsfield Buckinghamshire HP9 1LJ Phone: +44 1494 679700 Fax: +44 1494 679707	Australia Level 12 65 Berry Street North Sydney, NSW 2060 Phone: +61 2 9026 3400 Fax: +61 2 9026 3455

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