

■ Product Overview

Open Text eDOCS™ Webtop

A powerful portal framework to deploying global intranets and extranets to employees, business partners, and clients

The Business Challenge

The nature of portals has changed dramatically over the past five years. First generation portals essentially delivered collections of passive pages, comprised of news snippets, static report views, links to external sites, and emulators of business applications that demanded spawning new windows and were typically not well integrated with the portal itself in terms of cross-application and content functionality.

Over time, second and third generation portals began delivering on the promise of creating a truly sophisticated business platform. This new breed of portal evolved to include capabilities such as allowing organizations to securely expose critical applications and content for casual and remote knowledge workers, to house a unified repository for information search and retrieval, provide rich user personalization, and offer extensive configurability for form and function of the portal. Most importantly, though, portals began justifying their cost through usage metrics, returns on maintenance and development costs, and other tangible and readily defensible elements of return on investment.

Even with the advances made over the past few years, the full potential of portals remains largely unrealized. New challenges have rendered existing portals incapable of maintaining the competitive advantages they traditionally delivered. Increasing regulatory compliance issues, the need to create the “real-time enterprise” in order to maximize business agility, a growing pervasiveness of mobile workers, changing business relationships that demand enhanced collaboration, and the ever mounting generation of content to access, store, manage, and leverage for competitive advantage. Add to this the requirement to control costs associated with custom development and IT spending as a whole and the challenges escalate.

Organizations need a true portal framework that delivers not only the benefits offered by third generation portals but also provides native tools for advanced content and knowledge management and supports open standards to generate a feature rich environment for the enterprise.

Open Text eDOCS™ Webtop

eDOCS Webtop is an out-of-the box web-based interface for the entire range of eDOCS™ content management modules. It is also a full-featured and standards-based portal framework for easily integrating critical business applications and content. It enables organizations to rapidly respond to the changing demands of employees, customers, business partners, and government and regulatory bodies. It allows businesses and institutions to consolidate applications and content sources within a unified framework to increase business agility and accelerate critical initiatives.

Bringing Users and Organizations Together

The ability to form communities, teams, project groups, topic and expert forums enables users to interact with colleagues and business partners in unparalleled ways. eDOCS Webtop also allows for collaborative project workspaces to be created, interactive surveys conducted, and provides a variety of ways to communicate and locate other users, including instant messaging, SMS, and internal alerts and notifications.

A Next-Generation Portal Framework to Centralize Enterprise Content

With Dynamic Views, eDOCS Webtop fundamentally changes the way users access and leverage content and how administrators serve content and business system functionality to the user population. Essentially, Dynamic Views allow for organizations to tailor the way in which content and applications specific to their organization are presented, configured, and organized.

Enhanced search and categorization capabilities enable organizations to deliver true “unified search” so users achieve unparalleled search precision across both structured and unstructured enterprise sources in a single query.

eDOCS Webtop also enables the “federated portal” by allowing for companies with multi-portal infrastructures resulting from merger and acquisition activity, departmental or regional portal deployments and so forth, to readily consolidate them and form a centralized environment.

Solution Highlights

For End Users

- Take part in dynamically generated communities of multiple applications, content, and data
- Gain interactive, contextual and personalized access to all business critical applications, systems, and data
- Interact with other users and teams in context and in real-time with integrated instant messaging, surveys, and forums

For Administrators

- Plug in JSR 168 portlets alongside Open Text e-Clip® plug-ins for ultimate interoperability of business systems and information repositories
- Use advanced developer kit to build custom Open Text e-Clip plug-ins for integration of .NET or Java applications and Web Services
- Easily monitor and report on how eDOCS and integrated applications are being used

For Organizations

- Reduce integration and maintenance costs with cohesive, out-of-the-box integrations with eDOCS components such as Collaboration, DM, Mobility, IM, and Workflow

Consolidate Applications and Services

Open Text simplifies the content lifecycle management process with a complete range of content and knowledge management modules and support for open standards, such as WebDAV and JSR 168, to leverage enterprise applications and content within the webtop. Support for Web Services standards, including SOAP and WSDL, to simplify the delivery of content and application functionality fills out the checklist to a truly centralized application and service platform.

Bringing Business Processes Together

With a native workflow toolkit, eDOCS Webtop facilitates one of the key features the next-generation portal framework — the ability for users to easily build, initiate, and participate in business process workflows and rapidly adjust them as required.



“The portal ecosystem and, later, the portal fabric will become the dominant models of application delivery.”

Gartner, Inc.

Open Text eDOCS Webtop Checklist

- Provide full-featured access to all eDOCS users through a unified, personalized browser-based workspace
- Search the entire range of enterprise content sources/repositories with one search and organize results by relevance, source or concept based clustering, with key word highlighting, document summaries, and other advanced features
- Wizard-driven approach to easily build and personalize each user and community workspace
- Enterprise-strength security model to control access to applications and resources within eDOCS Webtop with full support for existing directories, including LDAP, ADS, NTLM, NDS, and Netegrity SiteMinder
- Set-up and apply “preference templates” for individuals or groups within an organization to streamline workspace creation and minimize training
- Leverage and manage content from WebDAV sources
- Easily tailor and manage multiple user interfaces across diverse applications including layout, design and behaviour to match corporate standards
- Enable true “federated portal” environments by sharing and distributing key communities and their content between sites around the world
- Fully integrated messaging system that allows communication with connected or mobile users—messages are delivered to users based on personal settings that enable the user to schedule when and what notifications and alerts to receive and on what device, including desktop, laptop, and mobile devices

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