OPENTEXT™

A Process-Driven Solution by OpenText for the Enterprise Application Store

Optimize the delivery of applications and services to employees

Onboarding, off-boarding and moving staff can be a complex process when it comes to making sure each employee has access to the right corporate assets. Disconnected enterprise systems and manual processes make it hard to efficiently manage the process of delivering, changing or revoking access to numerous corporate systems, applications, devices and processes. And with the rise of enterprise mobility and bring your own device (BYOD), businesses need to make their internal applications easily available on any device through a single, unified apps catalog.

Using a process-driven solution by OpenText for the enterprise app store, enterprises can accelerate the provisioning process while substantially cutting costs. OpenText makes it easy to quickly create and administer an apps catalogue of existing and new business applications that provides a one-stop shop for employees using multiple devices.

Leveraging proven OpenText business process management (BPM) technology, rules-driven processes automate provisioning of different types of assets and applications, whether on premises or in the cloud. With OpenText, you can rapidly onboard, off-board and move employees, contractors and temporary staff, effectively control access to corporate assets, and drive service delivery costs to the lowest possible level.

THE BUSINESS ISSUE

Rigid processes and inefficient tools are time-consuming and driving up costs for delivering essential applications and services to employees. What enterprises need is a rapid, cost-efficient and controlled way to deliver apps and services to an increasingly mobile workforce.

WHY OPENTEXT

The process-driven solution by OpenText for the enterprise app store delivers a single platform for efficiently managing apps catalogs and streamlining provisioning from end-to-end. Intelligent OpenText™ BPM empowers business people to rapidly create, manage and control cloud-based and on-premises provisioning processes that automate delivery of apps and service to every employee on every device.

Key Benefits

- **Optimize the service delivery process** — OpenText orchestrates and automates the entire process from creating the catalog and setting up users to delivering the right apps and services and coordinating all back-end functions.

- **Reduce servicing costs** — Self-service tools allow employees to self-provision and procure from an approved, internal app store.

- **Rapidly deliver apps and services** — Flexible tools make it easy to configure the cloud catalog and offerings to your exact needs across employees, divisions and geographies.

- **Leverage existing technology** — Pre-defined integration capabilities to existing systems and cloud-based services mean you can provision across any type of system, software and device, such as mobile phones.

- **Gain visibility into actual expenditures** — Automatic metering provides visibility into actual consumption of apps and services, enabling accurate budgeting and cross-charging.

Key Capabilities

Optimize Catalog Management

- **Simplified management**—The single platform provides a one-stop shop for creating, administering and provisioning all apps, eliminating the need to maintain multiple catalogs in multiple systems and locations.

- **Rapid catalog customization**—Configuration tools let you selectively bundle applications and services and configure relationships and dependencies between assets to quickly build your catalog to your exact needs.

- **Self-service portal**—Easily configured portal gives mobile employees access to all the tools and processes needed to maximize adoption of cloud-based apps and services.

- **Open architecture**—Rapid extension to existing investments leverages current technology, such as profile management and partner systems, in streamlined provisioning.

- **Unified inventory management** – Each provisioned assets can be managed and modified through a single inventory environment.

Simplify and Streamline Service Delivery

- **Automated bundle decomposition**—Intelligent processes automatically decompose bundled apps, such as development environments, ensuring delivery in the right order where dependencies exist.

- **End-to-end fulfillment**—Cross-system orchestration across internal and external systems enables straight-through processing, with OpenText brokering delivery of the right components from every system.

- **Configurable approval policies and notifications**—Approvals and notifications can be configured for each asset and based on such criteria as the level of the participant in the process.

- **Unified dashboard**—A single dashboard provides visibility into all processes to quickly identify issues and resolve errors.

Leverage the Cloud Quickly but with Control

- **Secure multi-tenancy**—The single platform enables common core services to be shared, while supporting the specialized apps and services required for each division, location or type of employee, for example.

- **Role-based access**—Configurable desktops control access and usage by product, process, employee, environment, application and transaction, for example.

- **Unified security**—Support for single sign-on simplifies user onboarding and off-boarding.

- **Multi-level visibility**—The single platform delivers complete transparency into the usage chain from the app store through multiple organizations and divisions to the end user.

- **Automated validation and exception management**— Flexible business rules use real-time data for validation during provisioning, such as checking the employee's onboarding status or notifying a supervisor of problems when an employee attempts to use a service.