OpenText™ Output Archive

Advanced storage and multi-channel delivery for high-volume customer output including statements, electronic documents, and scanned images

OpenText™ Output Archive is not only an enterprise-class system of record, it allows organizations to take advantage of information assets by allowing internal and external consumers to analyze, aggregate, enhance, and interact with information contained within the Output Archive—creating a true system of engagement for organizations and customers.

System of Engagement

Output Archive provides archiving and multi-channel delivery for high-volume, system-generated output and scanned images such as statements, bills, invoices, and operational reports. It is designed to intelligently archive enterprise output and deliver it across the organization for both enterprise system processing and end user presentation.

Built on the robust, scalable, and fully integrated OpenText application framework, Output Archive offers the flexibility to seamlessly integrate with OpenText components and existing IT infrastructure. Output Archive features connectivity capabilities to provide content and information access for high-volume and enterprise-level requirements.

Additionally, Output Archive provides a rich navigator for accessing enterprise output, which allows organizations to search, manage, retrieve, and view enterprise output from an intuitive and graphical user interface.

Output Archive is an enterprise-class system of engagement, enabling organizations to analyze, aggregate, enhance, and interact with archived output. In addition to providing core archival functionalities, Output Archive provides essential built-in services to ease system integrations, reduce operational cost, and improve return on existing IT investments. Designed with OpenText output management expertise, Output Archive is the industry leader in performance reliability and scalability, for today and into the future.

Smarter Storage for High-Volume Output

One of the many challenges faced by IT teams today is the cost of maintaining an enterprise archive. As archives grow, so do the associated costs to manage the archive, including the increase in hardware, personnel, and management processes. Designed to address today's high-volume archival challenges, Output Archive combines robust storage and comprehensive presentation functionalities to manage both structured and unstructured enterprise output.

It provides advanced storage capabilities to improve the cost and effectiveness of archiving enterprise content.

PRODUCT HIGHLIGHTS

- *Advanced storage management for efficiently managing structured and unstructured enterprise content*
- *Multi-channel delivery and presentment for delivering high-volume output to print, web, and mobile and tablet devices*
- *Integrated content auditing and lifecycle management enables enhanced content systems management*

Output Archive also helps organizations minimize storage costs by reducing the size of the content stored within it. The storage reduction capability facilitates sharing of common resources such as graphics, fonts, and metadata, by storing them only once and significantly reducing the storage consumed for high-volume print streams and statements.

Additionally, definable Automated Storage Tiering (AST) allows content to be automatically moved to different storage, based on definable criteria, further reducing the cost of owning unwarranted high-performance hardware. The Output Archive architecture includes an abstracted storage layer between document management and physical storage, meaning changes in hardware will not require any change to current business applications.

Output Archive is built to support an organization's current and future IT infrastructures. The Output Archive's storage agnostics functionality allows it to work seamlessly with industry-ready storage systems, including hard disk, storage area network (SAN), Apache Hadoop Distributed File System (DFS), and EMC® Centera®–making Output Archive ready to support current and future big data strategies.
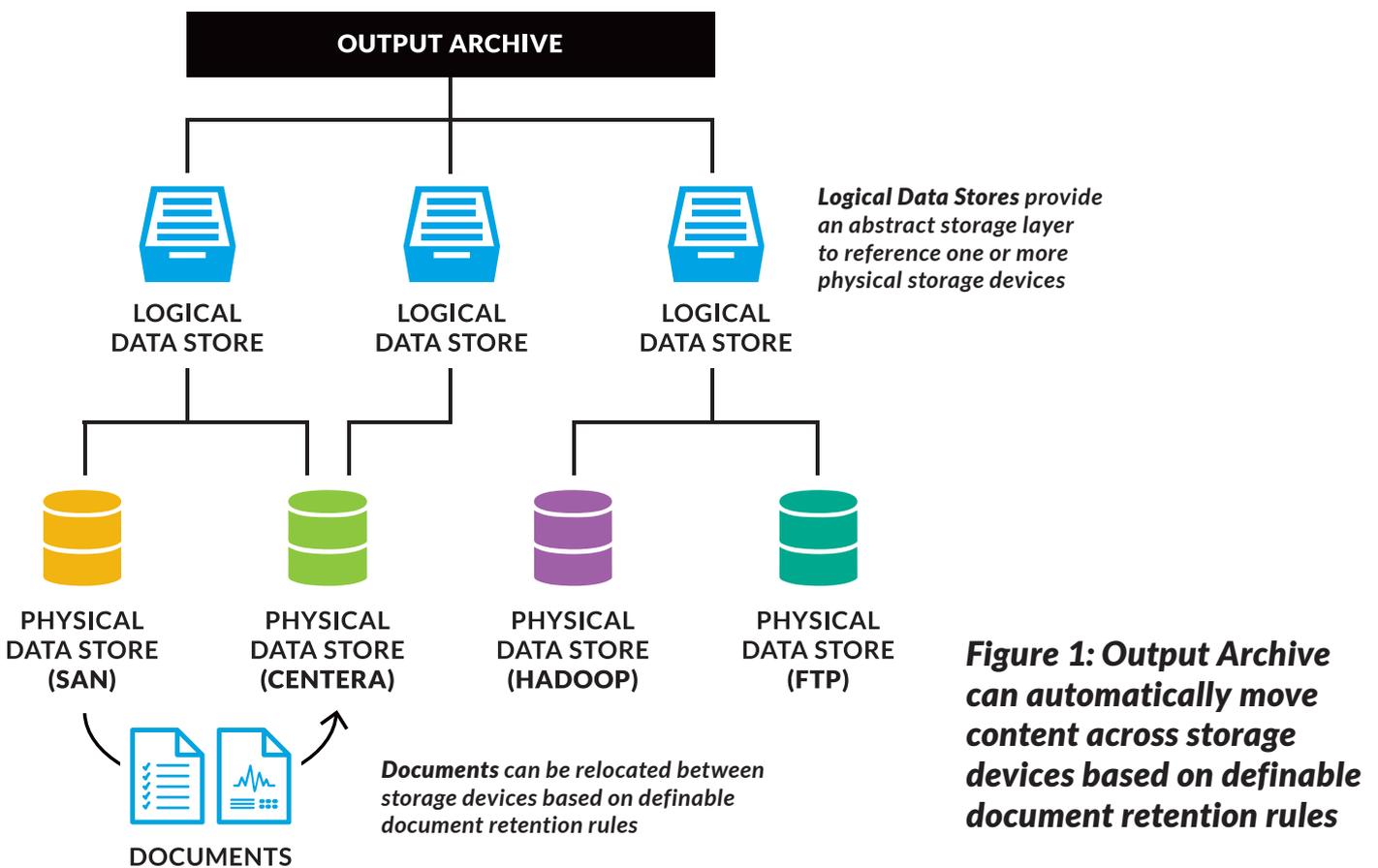

OUTPUT ARCHIVE

LOGICAL DATA STORE   **LOGICAL DATA STORE**   **LOGICAL DATA STORE**

Logical Data Stores provide an abstract storage layer to reference one or more physical storage devices

PHYSICAL DATA STORE (SAN)   **PHYSICAL DATA STORE (CENTERA)**   **PHYSICAL DATA STORE (HADOOP)**   **PHYSICAL DATA STORE (FTP)**

DOCUMENTS

Documents can be relocated between storage devices based on definable document retention rules

Figure 1: Output Archive can automatically move content across storage devices based on definable document retention rules

Content Delivery When You Need It, Where You Want It

Users today are no longer satisfied with using a single means of accessing content. Whether it is customer correspondence, billing statements, or analytical documents, users are accustomed to viewing content on their preferred channels. Output Archive addresses these challenges by providing Multi-Channel Delivery capabilities, enabling organizations to deliver intelligent content for print, web, and mobile and tablet devices in both static formats and true interactive visualizations.

OPENTEXT™

EXTERNAL USERS

OUTPUT ARCHIVE

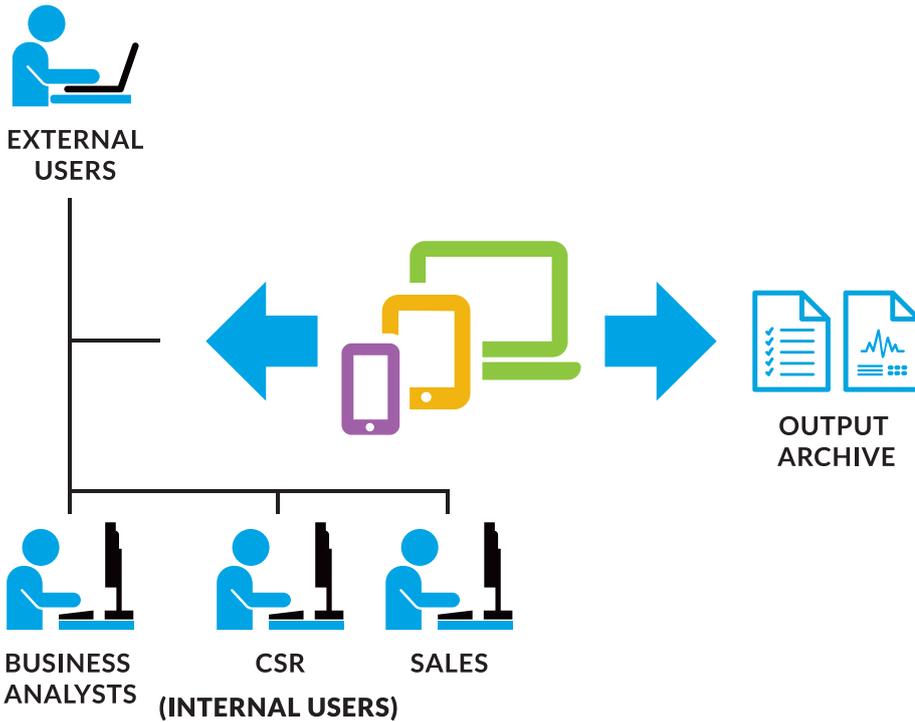BUSINESS ANALYSTS

CSR

SALES

(INTERNAL USERS)

Figure 2: Output Archive provides advanced storage and multi-channel delivery for high-volume customer correspondence, including statements, electronic documents, and scanned images

View Content in a Single Environment

The Archive Navigator provides an intuitive graphical user interface (GUI) to access output on disparate enterprise archives. Archive Navigator's single-access integration ability enables users to view output in a single environment. It connects multiple repositories such as Output Archive, IBM® Content Manager OnDemand, IBM® FileNet® P8, IBM® FileNet® Image Services, EMC® Documentum® and output access, enabling users to search, retrieve, and view output stored across the organization. OpenText-integrated transformation technology allows output to be transformed dynamically, making stored print stream output viewable directly in the Archive Navigator.

Additionally, Output Archive includes an Output Archive Manager for administration. Administrators can set up applications, monitor Output Archive instances, define access permissions, administer fine-grain auditing, manage physical and logical storage, define content retention, and configure distribution channels.
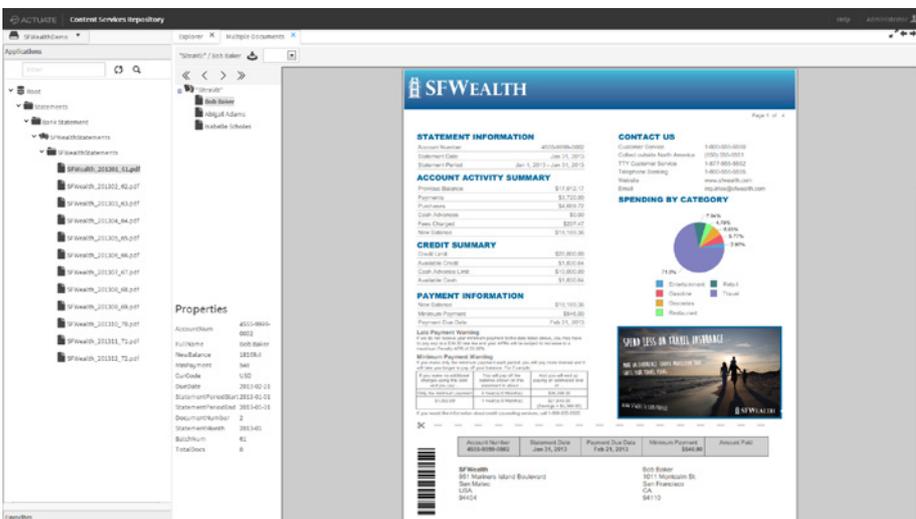

Figure 3: Output Archive provides an intuitive user interface that allows access to the content and data stored within the Output Archive

Streamline High Volumes Across Business Silos

Output Archive is designed to provide organizations with the ability to share content across the organization. It offers an extensive array of APIs for enterprise application interoperability. Integration with the Output Archive is extremely easy through comprehensive Java and Web Service APIs, enabling new and existing business applications to load, search, and retrieve enterprise content. Output Archive also supports event-driven triggers for content communications. Automated actions can be easily designed to process events in any of the following communication channels: HTTP(S), FTP(S), File, JMS, IBM® WebSphere® MQ, Microsoft® Message Queuing, Java API, Web Services API, Secure Sockets Layer (SSL), and email.

With the OpenText Output Transformation Server as its foundation, Output Archive offers fully integrated services to streamline output across disparate business systems. Output Archive fully integrates OpenText industry-leading output and data transformation capabilities, enabling content in various formats to be automatically captured, indexed, and loaded into Output Archive.

Reduce Complexity and Boost Productivity

Output Archive is designed to ease and enhance organizational archival processes. It includes management capabilities for simplifying output management:

- Logging and audit functionalities for fine-grain-level system monitoring enables accountability checks on output access and system effectiveness and ensures audit trails for service-level agreements (SLAs), governance regulation, and internal guidelines.

- Document lifecycle management enables automated support for high-volume content management. Automation rules can be easily defined to manage content ingestion and retention processes, including setting notification rules, document security, ingestion processes, and document expiration.

- Reporting on system usage, administration, and user activities allows enhanced performance data for better operational decisions.

- Authentication and access control incorporates single-sign-on support for Output Archive. Output Archive supports the use of Lightweight Directory Access Protocol (LDAP) authentication to control access to both applications and content through group and user access management.