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Public Sector

Government organizations in more than 75 countries across the globe use OpenText Solutions to secure, manage, and make their information available to their own professionals and to the citizens they serve.

OpenText Public Sector solutions are built upon a portfolio of Enterprise Information Management (EIM) products and services that enable government customers to both secure and release their information to serve their organizations' missions and stakeholder needs across and outside their agencies.

Agency users love the collaboration of Microsoft® SharePoint®, but CIOs are still looking for their ROI

Governance for Microsoft SharePoint

When the promise of Microsoft SharePoint isn't living up to your day to day reality, it's time to try OpenText™ Application Governance & Archiving for Microsoft® SharePoint®. Our solution provides complete content lifecycle management for SharePoint sites to assure governance of mission-critical business information across the enterprise. It minimizes adoption issues by operating behind the SharePoint UI, familiar and transparent to users.

OpenText addresses the CIO's concern over information governance issues inherent in the proliferation of SharePoint servers across organizations, cyber-security vulnerability, and high risk of duplication of data and records. It resolves operational users' concerns over incorporation, searchability, and association of unstructured content from emails, photos, presentations. It addresses records managers' interests where SharePoint archiving, Digital Asset Management, and CAD document management fall short. It meets the needs for scalability that some users experience with SQL server limitations. For DOD users, it meets the 5015.2 records management (RM) compliance requirements, which SharePoint lacks.

PUBLIC SECTOR SOLUTIONS

OpenText solutions help agencies meet the competing challenges of fiscal austerity, transparent accountability, and increasing demands for streamlined services. The solution set includes:

- *OpenText™ Application Governance & Archiving for Microsoft® SharePoint®*
- *Digital Record Compliance*
- *Financial Improvement and Audit Readiness Compliance*
- *ERP Augmentation*
- *Human Capital Management*
- *Constituent Services*

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With exponentially increasing emails, ubiquitous versions of digital documents and big data breathing down our necks, agencies are concerned about how to reconcile information to support transparency, streamline operations, mine their data for trends and decision support and ensure compliance with litigation requirements.

Digital record compliance

OpenText Digital Record Compliance solution provides agencies a platform that integrates and rationalizes data from across the organization, making it transparent to all authorized users, secure (in the cloud, if desired), compliant with a wide range of global standards and federal laws and regulations, including DOD 5015.2 and MoReq 2010. Digital Record Compliance stores and provides access to both structured and unstructured data, from all sources, converting it to digital, automatically classifying it with minimal human intervention, to make it searchable, subject to electronic e-discovery, and defensible.

The solution manages digital information across the agency (and, if appropriate, integrates with other agencies) in support of daily operations, enabling data management to and from mobile and social sources as it is needed. Digital Record Compliance provides visibility across the agency for IT governance and data management and reduces cyber risk by eliminating data duplication and including automatic disposition per policy. It also reduces agency storage costs not only by harmonizing and standardizing data but also by archive compression.

Increasingly transparent government requires well-documented financial processes with proper internal controls to faithfully insure the legal, prudent use of taxpayer funds.

Financial and audit compliance

For departments and agencies, clean financial system compliance and the time required to respond to auditors mandate clear accountability and auditability in agency accounting processes. Many existing processes and supporting ERP systems do not fully align with current agency goals. Transparency, information integrity, internal controls, and supporting documentation across the budget and acquisition lifecycle, are critical to fiduciary stewardship and audit readiness for all government entities across the globe.

The OpenText Financial and Audit Compliance solution is designed to meet the demanding compliance requirements of the US Department of Defense (DOD) FIAR (Financial Improvement Audit Readiness) mandate. It ensures that financial records have complete information and offers specific capabilities to automatically search files to identify and compile complete sample packages requested by auditors without affecting the integrity of the source documents.

Financial and Audit Compliance automates the current manual audit sampling process and streamlines the manual process of reviewing thousands of documents for sampling. It ensures the appropriate information is properly classified, secured, provided as needed, and retired per agency policy. Further, it unites information across existing legacy platforms and integrates with business-critical ERP system information, enabling bidirectional auto updates (and audit trail) when associated information is changed in either the source system or content server.

Agencies rely on SAP®, Oracle® or other ERP systems to provide standard, best practice-driven financial, HR, logistics support

OpenText solutions for the Public Sector help agencies meet the competing challenges of fiscal austerity, transparent accountability, and increasing demands for streamlined services.

for critical business processes but find those systems' content management, archiving, digital asset management and other functionality often falls short.

ERP augmentation

The ERP Augmentation solution from OpenText is made for the complex, secure, regulation-driven government environment. The solution extends standard SAP, Oracle or other ERP system capabilities to provide content lifecycle management from document management to capture, collaboration, and workflow. It enables cost-saving archiving and enhanced, compliant (with DOD 5015.2, MoReq 2010 and more) content management of information from your ERP system and other sources across your organization.

ERP Augmentation allows users more powerful search capabilities from within and outside the ERP, as well as flexible, easy-to-use user views, reports, and content-enriched processes, ranging from program, quality, and case management to enterprise asset management and maintenance management. Our ERP Augmentation solution also includes anti-fraud capabilities. It unifies SAP, Oracle or other ERP systems with emails, social media, videos, photos, drawings, presentations and other structured and unstructured information, reducing risk and enhancing operational effectiveness. It offers workflow, as well as the ability to automatically update content when it is changed either in the content server or the ERP system to ensure a single source of truth for agency decision making and metrics.

Dedicated public officials are key to successful mission delivery but typical HR technology hasn't made it easy to find and nurture them or to quickly identify low performers either. It's not rocket science— it is simple reports; it is systems that talk to one another. "Garbage in/garbage out" doesn't do it any more. We have algorithms; we should clean up the garbage AND give information to our workers and HR professionals on their mobiles.

Digital Information Readiness (DIR)

To actualize the benefits and reap the savings of big data, open data, IT consolidations, modernization, and cloud hosting across government, you need to digitize, find, and rationalize data across your agency before it is used to fuel streamlined enterprise processes, analytics, or migrated to the cloud. The old

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adage "garbage in, garbage out" could not be more accurate. DIR pulls your data from wherever it resides, presents it for review, and automates reconciling and standardizing it to prepare it for use. DIR sets up a foundation for lifecycle governance of content and data, bi-directional, in your existing IT landscape or the cloud, migrated on your timetable and within your budget.

DIR uses sophisticated semantic search, content analytics, and sentiment analysis tools to automate culling the data, fine-tuning decisions as you progress to identify where you can consolidate, reduce duplication, or eliminate data to be migrated. DIR provides a full audit trail throughout this process.

Knowing that your analytics software is applying its algorithms to valid content and data in context from across your organization is essential to deriving the value that big data projections anticipate. DIR enables you to ensure that the content that will inform decisions and agency policy is accurate and harmonized. It offers your agency confidence that you will be able to identify aberrant and inaccurate data and resolve discrepancies early in the process of applying governance, before that information is relied on for decision making.

Digital Information Readiness will:

- Position your agency for centralized control of content—a single source of truth

- Access and organize agency content and enrich it with metadata

- Minimize risk and eDiscovery costs through improved information organization and control

- Bring only essential information under control from all content sources

- Enable compliance with privacy and classification laws, regulations, policies, and records retention requirements

- Consolidate information with confidence and move only essential data

- Involve mission/business users to maximize data's value in mission activities and lower IT costs.

Constituent services

The Constituent Services solution from OpenText is designed specifically to meet the needs of government services providers whether at a city, county, state or province, or a national government level. The solution includes a unified citizen benefits portal for a variety of benefit processes from permitting to applications for benefits to benefits delivery. It offers both the recipient and the provider tailored customer-centric case views of the services provided, role-based views for managers and automatically collected metrics. It is broadly applicable to support the full range of services, including police or emergency reports and financial billings and collections. The CS solution applies to providing services or handling requests. Its powerful, secure capabilities:

- Manage agency constituent relationships with 24/7 availability to enable assessments of holistic individual or household needs and history to improve services and develop diagnostics for planning, while securely consolidating services across departments;

- Use standard forms templates and formats to simplify information gathering;

- Provide secure call center connections to critical information, as appropriate, from any device (social/mobile); respond to emergency services within an integrated framework; and

- Support strong information governance, including agency legal or regulatory requirements through protected information blocks, documented audit trails, and archiving.

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