OpenText
Content Suite Platform

A comprehensive Enterprise Content Management (ECM) system designed to manage the flow of information from capture through to archiving and disposition.

Large organizations face complex challenges surrounding the management of the business content they generate and receive from customers, partners, and other stakeholders. But these challenges also represent opportunities to increase productivity, strengthen compliance strategies, reduce information storage and management costs, and drive business value.

Today’s information workers create an ever-increasing volume of content, often working with internal peers and external collaborators. Deadlines are tight, email inboxes are clogged, and understanding whether the right person has the right version, at the right time, is often needlessly confusing and time consuming, thereby reducing productivity and driving down efficiency.

Compliance officers and general counsels are worried that, by not identifying and managing content appropriately (business records and non-business records), users are increasing the organization’s exposure to risk. And IT is watching storage costs and system administration overhead balloon as they struggle with effective ways to manage the sprawl, identify duplication of data (especially in email attachments and file shares), identify what is important to keep and for how long, what can safely be pushed to lower-cost storage media, and what information can be deleted altogether. Managing, controlling, and securing content is critical to an organization’s overall information governance strategy and making sure that opportunities for business value are exploited.

FEATURE SUMMARY

- Records management to manage the full lifecycle of all enterprise content, electronic or physical, enabling you to control retention and ensure destruction at the right time.
- A fully featured, highly scalable, web-based document management system providing a secure, single repository for organizing and sharing enterprise content.
- A flexible user interface designed for easy access and interaction with content directly from office productivity applications and processes.
- Capture technology to scan, index and classify content transforming physical records into valuable digital assets.
- Intelligent archiving that optimizes storage according to business context and metadata, leveraging less expensive media and providing high-end storage reduction services.
- Workflow to automate processes for accuracy and consistency. Processes can be designed graphically according to corporate or regulatory standards.
- Secure file synch and share allows users to easily sync, share, and store information across all the devices they use, without sacrificing the records management rigor and security demanded by your organization’s internal policies and industry regulations.
- A common, documented, standard layer of development tools to rapidly create, deploy, and manage enterprise applications.
Emerging Trends in ECM and the Need for a New Approach

As organizations advance their ECM strategies beyond the traditional goals of handling increasing volumes of documents, eliminating paper-based processes, and making business content easier to search for and locate, they are embracing a more comprehensive, platform approach as opposed to working to integrate a multitude of standalone solutions that have been deployed to handle individual tasks.

The emergence of the cloud as a viable IT architecture demands flexibility and dependability from ECM solutions. Using file sync and share tools as a popular way of collaborating on documents raises new concerns for businesses in terms of content security and privacy. Evolving and increasingly-complex regulatory landscapes force organizations to rethink and enrich their approach to information governance. Taking advantage of investments in business systems, including SAP®, Oracle®, and Microsoft®, and making sure that content generated by them is included in broad, enterprise-wide ECM initiatives holds great promise. Moreover, making sure that the ECM system is capable of delivering applications tailored for the specific needs of the business, accommodating rich apps to manage the adoption of mobile devices by information workers to access and work with business content, and ensuring the security and integrity of information is assured are all key elements of next-generation ECM.

OpenText Content Suite Platform: Delivering on current requirements and laying a foundation for future opportunities

OpenText Content Suite Platform is a comprehensive enterprise content management (ECM) system designed to manage the flow of information from capture through archiving and disposition, and provide the information governance backbone for all OpenText Enterprise Information Management (EIM) offerings. It ensures agility to address an increasingly complex and dynamic regulatory landscape and the rapid growth of business information, all the while reducing risk and enabling organizations to focus on using information to drive strategic growth and innovation. Content Suite Platform provides organizations with everything required to build and execute a holistic, high-value content management and governance strategy for the enterprise.

BUSINESS VALUE AND BENEFITS

Your foundational investment in OpenText Content Suite Platform drives value and allows organizations to:

- **Establish sound information governance** across the enterprise to strike the balance between the cost and risk of content with the opportunities and value drivers it represents. Content Suite Platform gives organizations everything they need to address the core challenges of information governance—security, control, and reporting for regulatory compliance, defensible disposition of content in the event of an audit or litigation, transparent handling of content, and more.
- **Improve agility** in responding to opportunities and changes to industry regulations.
- **Increase revenue** through improved insight, and faster product release cycles resulting in competitive advantage.
- **Mitigate risk** by enabling a single centralized governance and compliance system that’s transparent to end users, making it easy for your employees to adhere to information policies while providing a defensible deletion strategy and efficient legal defense/proceedings.
- **Reduce expenses** through use of a secure, scalable repository with cost-effective, multi-faceted storage built in to manage high volumes of data at different stages of the content lifecycle.
- **Improve user adoption and productivity** through effective collaboration and information sharing, and delivering information fast through tools that feel familiar and easy to use, resulting in better use of employee time.
- **Increase information value** by making sure content is easy to find, dependable, efficiently managed, and available wherever you need it to be.
- **Ensure business continuity** through uptime of key business processes and ensuring quick disaster recovery when necessary.
- **Transform business** by providing better service to your customers based on timely access to critical information.
- **Support business process re-engineering** by making content available in context of the relevant business process through seamless integration with strategic vendors.
- **Provide easy integration** to your existing ECM and ERP solutions, helping to control the risks of disparate data sources and helps you harness the value that ‘big content’ presents.
Capture with OpenText Imaging
Enterprise Scan

OpenText Imaging Enterprise Scan offers organizations a comprehensive solution for scanning and indexing low, medium, and high volumes of the physical documents that drive critical processes, either in batch or on an ad hoc basis. It offers a full set of features to manage paper-based processes and ensure that content and records management policies and procedures are followed. Support for a wide range of sources, including scanners via ISIS/VRS, email from Microsoft Exchange and Lotus Notes®, and fax; as well as output to Content Server repositories or business systems, such as SAP, for storage and management, page enhancement, barcode support, document separation, full indexing of scanned documents (including Adobe® PDF), and more offers a rich, yet lightweight scanning solution for the enterprise.

A Secure, Central Repository with OpenText Content Server

Opentext Content Server is the core content repository for the Opentext Content Suite Platform.

This functional set includes:

- **Document Management**: A powerful, fully integrated document management system that delivers the essential capabilities for managing business-critical documents, including comprehensive security and user access controls, multi-lingual metadata categorization, version control, and full audit trail for virtually all document formats.

- **Workflow**: A sophisticated toolset for building document-centric workflows allowing for both structured and ad-hoc routing of documents for a variety of approval, review and feedback processes.

- **Forms and Web Forms**: OpenText Content Server offers the ability to rapidly build and distribute custom forms to collect and store structured data such as survey information, requests, and questionnaires, or to support workflow driven processes.

EXTENDING THE PLATFORM

Content Suite Platform has a number of optional, fully-integrated applications for organizations with specific requirements:

- **Archiving Solutions**
  - Archive All-in-One–On premises or cloud-based archival of all content types, securely and centrally managed.
  - Archive for Google® Apps–Full storage, retention, and records management for Google Gmail and more.
  - Archive for Microsoft Exchange, Lotus Notes, and File Systems–Advanced archiving for all email and file systems across the enterprise.

- **Email Management**–Comprehensive and scalable solution to automate the process of managing email as business records while culling the non-business-related emails that burden IT and expose the organization to cost and risk.

- **Template Workspaces**–Flexible, easy-to-deploy workspaces for frequently used collaborative knowledge work without IT involvement.

- **ECM Everywhere**–Direct access to enterprise content from mobile devices with content viewing, editing, and delivery optimized for smartphones and tablets.

- **Content Intelligence**– Powerful, prebuilt tools and reports help you visualize and manage your Content Suite information and give you a head-start in developing your own business user experience, tailoring applications to suit specific requirements and drive adoption.

- **Extended Workflow** This bundle enhances the core Content Server Workflow capabilities by adding XML driven automation capabilities, PDF forms, electronic signatures, and Business Intelligence reporting.

- **Vertical Applications**
  - Engineering Document Management–Highly-tailored solution for managing the concurrent review and revisions of technical documentation, drawings, and engineering project records.
  - Transmittal Management–Standardized, transparent, and secure content management for complex capital projects–from creation through reporting and auditing.
  - Regulated Document Management–Out-of-the-box solution that offers highly regulated businesses complete content lifecycle management of controlled documents.
  - Ecosystem Integration–Tailored solutions to extend content management for critical business systems, including SAP, Oracle, and Microsoft SharePoint.
**Content Navigation:** Content Server provides a number of powerful means to get users to the information they need—fast and with the confidence that they’re working with the single source of the truth.

**Search:** Content Server features an embedded, proprietary search engine, incorporating innovations from nearly two decades with proven scalability beyond 500 million indexed objects critical to email archiving environments. It provides permissioned and actionable search for key activities like classification, litigation holds, and disposition searches.

**Content Filters:** In addition to search, Content Filters, or faceted browse, allows users to filter content using metadata.

**Virtual Folders** enables users to save their own unique path to sets of content by configuring dynamic views of content regardless of its physical location.

**Content Reporting:** OpenText Live Reports allows administrators to take advantage of prebuilt reports in the enterprise’s Content Server environment. Live Reports lets IT and power users retrieve information about content, permissions, attributes, users/groups, workflows, and many other content activities. Custom reports can also be built to tailor content reporting capabilities to suit the particular needs of departments, management, or industry.

**Social and Collaborative Capabilities:** There are a number of tools available in Content Server designed to enhance collaboration, including discussions, news, task lists, and polls. There is also Pulse; an intuitive and integrated social media tool in Content Server which allows users to micro-blog and see real-time activity of fellow-users’ updates, helping them to be more effective through better networking while keeping them up-to-date with colleagues’ contributions through status and content updates. Additionally, the ability to access a user’s recent content updates provides a quick and easy alternative to searching or browsing for content.
Desktop Productivity with Enterprise Connect and Office Editor

OpenText Enterprise Connect allows information workers to access and interact with all their business content, applications, and processes directly from familiar desktop environments, enabling information workers to drag and drop objects between repositories, initiate workflows, apply metadata and records classifications to objects, and perform other native functions of an ECM repository from within a desktop client.

By integrating line-of-business applications with personal productivity tools, Enterprise Connect delivers business relevant content in a familiar, consistent, and straightforward interface. With OpenText Enterprise Connect, your business users always have immediate access to the information they need, whether working in Microsoft® Office applications such as Word, Excel®, PowerPoint®, Project, and Visio®, Adobe Acrobat®, Windows® Explorer, or email applications like Microsoft Outlook® and Lotus Notes.

OpenText Office Editor improves the users experience further by allowing users to continue working on their documents while offline. It offers users a seamless, instant editing experience, providing the performance of editing files on a local hard drive, even in areas with poor or intermittent internet connection. When users re-connect to their network, the offline cache identifies when offline versions and online versions are out of sync, so that version control can be maintained.

Comprehensive Lifecycle Management and Defensible Deletion with Records Management

OpenText Records Management empowers everyone in your organization to file all corporate holdings according to organizational policies, managing the complete lifecycle of all enterprise information, ensuring regulatory compliance, reducing the risks associated with audit and litigation, and maximizing the value of the information.

Records Management can manage the classifications and retention schedules of all types of content, adding records management details and metadata, dispositions, holds classifications, and more to all your content, regardless of type. Content can hold multiple record classifications, and be retained according to multiple retention schedules to meet unique retention and disposition needs.

Besides coping with different content forms and retention requirements, enterprises must also manage content in a variety of storage media and systems. OpenText Records Management can manage content in a number of different repositories, including Microsoft® SharePoint®, SAP® applications, OpenText eDOCS, Exchange, Lotus® Notes®, file systems, and supports a mixed hardware storage environment.

Intelligent Archiving with OpenText Archive Server

OpenText Archive Server provides full content archiving capabilities for the Content Suite Platform. It bolsters records management programs to ensure secure archiving for all enterprise content in accordance with internal policies and regulatory mandate.

Beyond the standard archiving capabilities that ensure that content is stored in the most appropriate, lowest-cost method possible, Archive Server offers advanced intelligent archiving capabilities to organizations. Timestamps, complete security and permissions control, and full audit trail and “chain of custody” reports all help ensure the authenticity and integrity of archived content. Moreover, Archive Server takes an “active content” approach, allowing organizations to ensure that content is managed in accordance with the frequency with which it is accessed, regulatory requirements, and overall value to the business rather than treating all content in the same way from creation through disposition.
Secure File Sync and Share with OpenText Tempo Box

OpenText Tempo Box simplifies the content management experience, and allows users to easily sync, share, and store information across all the devices they use, without sacrificing the records management rigor and security demanded by your organization’s internal policies and industry regulations.

Tempo Box provides the ability to share content inside and outside the organization, on mobile devices, in the cloud and on premise, and to do that within the trusted ECM infrastructure. It provides secure collaboration, sharing, and synch for content with a compelling consumer experience. Tempo Box provides secure management with features such as the ability to do a remote wipe of a mobile device when a user leaves the organization, ensuring that the content is not going with them.

Centralized User Management with OpenText Directory Services

OpenText Directory Services enables enterprise and extranet applications to synchronize users and groups with a central directory service to provide single log-in access to multiple content repositories and business systems. Directory Services supports the Lightweight Directory Access Protocol (LDAP) or the NT LAN Manager (NTLM) protocol used by Microsoft Windows Active Directory. Organizations can administer users and groups in a single directory and have Content Suite Platform synchronize information with the centrally maintained directory service.

A Common, Documented, Standard Layer of Development Tools

RESTful API for Extensibility: OpenText Content Server takes advantage of a RESTful API to offer organizations the ability to make application creation and system integration infinitely easier. The REST API can be used for building applications with HTML5 on mobile devices and web browsers.

AppWorks: AppWorks is the new OpenText developer platform that is designed for fast application development and controlled deployment. The Content Server REST API is a key foundation for OpenText AppWorks. AppWorks exposes the Content Server API and the REST APIs from other EIM platforms as a single, standardized RESTful API. It provides common authentication, notification, audience management, and other services to make developing apps against Content Suite Platform systems fast, simple, and inexpensive. AppWorks Gateway allows developers to make apps in HTML5/CSS and JavaScript in the IDE of their choice, using the tools and frameworks or bootstraps of their preference and then deploy that app at once to users on an array of device profiles such as web, mobile, and desktop.

Content Server Widgets: The Content Server Widget Framework provides a set of reusable HTML5 widgets that can be used to expose Content Server content and functionality in any web application.