opentext™ world 2024

# Book of Innovations

# Innovations Reimagined


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# Welcome to OpenText World 2024

Welcome to the third edition of OpenText's Book of Innovations, your guide to the groundbreaking product launches and insights from this year's flagship OpenText World event in Las Vegas.

At OpenText, we are on a mission to go beyond being a technology provider - we strive to be our customers' most innovative and forward-thinking partner. With our holistic approach to information - connecting AI, cloud, and security - we're not only driving growth and scalability, but also building trust. We're laying a strong foundation for a future where OpenText is the reliable ally our customers turn to as they navigate complex digital landscapes.

Information management is the heartbeat of every organization, empowering today's AI-driven knowledge worker while ensuring top-tier data security. Our AI-powered tools, combined with robust cloud data management, are transforming how organizations work by making it easier to analyze enterprise-wide information, uncover insights, and enhance workflows. By streamlining data accessibility, we enable our customers to make faster, smarter decisions and adapt with agility in today's every-changing market.

With this in mind, this year's OpenText World brought together industry leaders and experts to share how they are using OpenText's technologies to accelerate innovation. Through shared insights, we're demonstrating how to leverage AI and cloud to embrace new ways of working for superior business outcomes. Most importantly, we're listening closely to our customers, fine-tuning our solutions to empower their teams and convert challenges into competitive advantages.

This year also marks the completion of Titanium X, our ambitious innovation roadmap. We have successfully delivered a comprehensive, resilient foundation for intelligent digital transformation while meeting the highest standards of security and regulatory compliance. We're fulfilling our commitment to deliver transformative solutions that turn challenges into opportunities in a multi-cloud world.

Now, we focus on our Business Clouds, Business AI, and Business Technology solutions that drive innovation, streamline operations, and fuel growth with seamless, automated information management solutions. No longer satisfied with basic, trial-and-error AI, OpenText is now at the center of connected ecosystems, where integrated cloud, security, and AI converge to deliver superior data outcomes and unprecedented scalability. By integrating AI, cloud, and security together, we embark on a new chapter – one that promises to reimagine information.

I am thrilled to be part of a new OpenText - one with a vision to be the best information management company in the world, empowering our customers with the technology and innovation they need to build a more agile, secure, and connected future. We're brave and bold, innovating continuously to provide our customers with a competitive edge. This is only the beginning, and I can't wait to show you what else we have in store.


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I hope you find inspiration and motivation in this *Book of Innovations* as we continue to pioneer solutions that empower, protect, and elevate. Let's dive into the exciting future we're building, together.

Sandy Ono

EVP & Chief Marketing Officer

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# What is the Book of Innovations

The Book of Innovations serves as your guide to the key Cloud Editions (CE) 24.4 announcements at OpenText World 2024.

This document is designed for easy navigation; simply click on the item of interest in the contents table above, and you'll be directed to the relevant section. Links to recorded keynotes related to the news items will soon be available through our on-demand service. To stay updated, subscribe to our Information Matters newsletter or follow us on social media for notifications when these recordings become available.

We hope the Book of Innovations provides all the information and context you need.

*The information outlined in this book is accurate as of 4.30am ET, November 19, 2024.*

# OpenText Makes Multi-Cloud Work with OpenText Cloud Editions (CE) 24.4

Next-generation cloud, security, AI-integrated innovations unveiled at OpenText World 2024

OpenText launches the next update to its portfolio of Business Cloud, AI, Technology innovations with Cloud Editions (CE) 24.4. Announced at this year's OpenText World event in Las Vegas, this latest release showcases transformative advancements in Business Cloud, AI, and Technology to empower the future of AI-driven knowledge work. CE 24.4 delivers secure, AI-integrated solutions that strengthen data connectivity, streamlines workflows, and enhances human potential - addressing the needs of forward-thinking CIOs and business leaders navigating multi-cloud environments.

Read more on the OpenText Press Room

# 'From the Desk of Muhi' video series

### CE 24.4 special episode

OpenText's EVP and Chief Product Officer, Muhi S. Majzoub, hosts a special episode of his video series, 'From the Desk of Muhi' as he breaks down the latest product innovations in the latest Cloud Editions (CE) 24.4 release.

Watch this special episode here


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# Blogs at OpenText.com

## Build easy applications to manage your supply chain

November 19, 2024
By Sandy Ono, EVP and Chief Marketing Officer

## The new wave of application quality

November 19, 2024
By Sandy Ono, EVP and Chief Marketing Officer

## Revolutionizing corporate help-desk management

November 19, 2024
By Sandy Ono, EVP and Chief Marketing Officer

## Embrace AI knowledge work with Cloud Editions (CE) 24.4

November 19, 2024
By Muhi S. Majzoub, EVP and Chief Product Officer

## OpenText World 2024: Information reimagined

November 19, 2024
By Sandy Ono, EVP and Chief Marketing Officer


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## The potential of information management in the AI era

November 19, 2024
By Sandy Ono, EVP and Chief Marketing Officer

## OpenText makes multi-cloud work with zero-copy data

November 19, 2024
By Sandy Ono, EVP and Chief Marketing Officer

## Unlock human potential and transform your business – welcome to the era of OpenText Aviator and AI agents

November 19, 2024
By Sandy Ono, EVP and Chief Marketing Officer

## Security is job No. 1

November 19, 2024
By Sandy Ono, EVP and Chief Marketing Officer

## How OpenText will save $1B with our own products

November 19, 2024
By Shannon Bell, EVP and Chief Digital Officer


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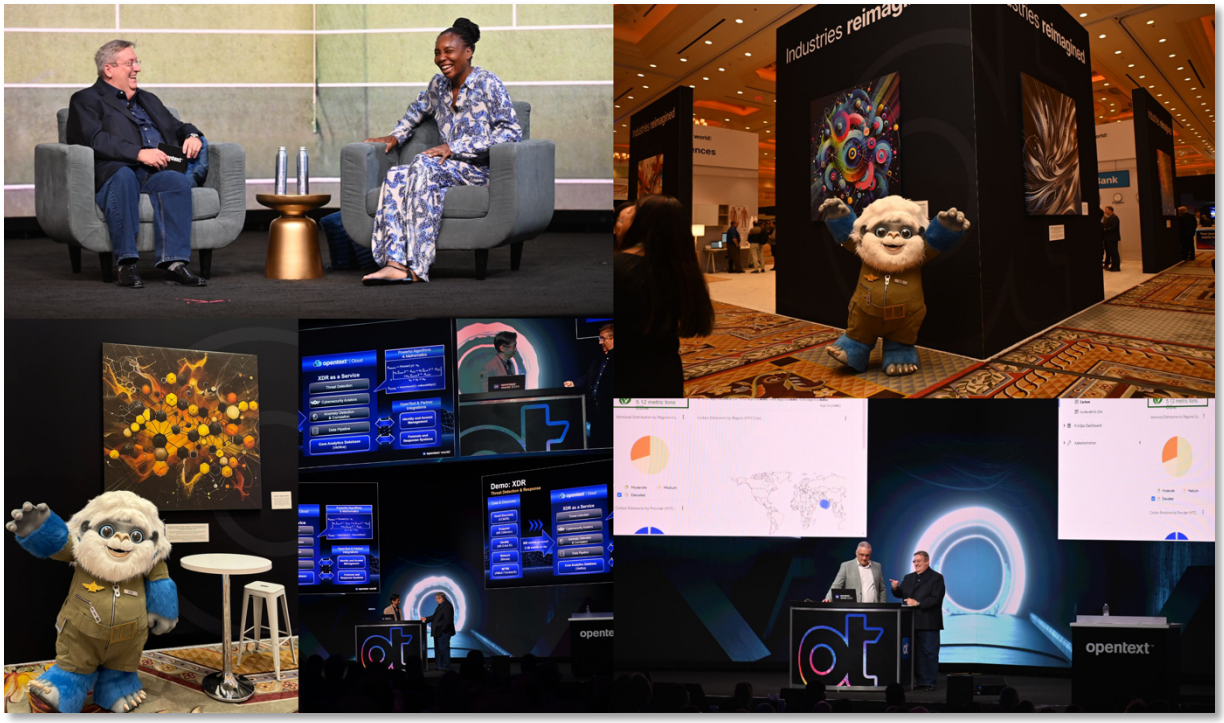
## OpenText unveils enhanced secure cloud platform for Managed Security Providers (MSPs)

Published October 22, 2024
By Geoff Bibby





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# Cloud Edition (CE) 24.4 blogs

OpenText's latest Cloud Editions (CE) release builds on our trusted cloud, AI, and cybersecurity capabilities, offering the ideal foundation for a secure, efficient multi-cloud approach. With most enterprises now adopting multi-cloud strategies to enhance flexibility, reduce vendor lock-in, and improved resilience, OpenText is dedicated to equipping its customers with the tools to excel in this dynamic, data-driven landscape.

With a robust portfolio of products within Business Clouds, Business AI, and Business Technology, these solutions drive modernization, streamline operations, promote superior scalability, and fuel more strategic, high-impact outcomes.

The latest CE 24.4 release includes:

## New innovations in Business Cloud

*OpenText Business Cloud solutions empower everyone - from engineers to IT teams - with integrated, secure technology that drives significant simplification and efficiency.*

### OpenText™ Secure Cloud

A new offering designed to unlock the full potential of Managed Service Providers (MSPs) by offering modern, user-friendly interfaces and streamlined operations.

**Blog:** Simplified security: A better approach with OpenText Secure Cloud

### OpenText™ Experience Cloud

OpenText Experience Cloud now better empowers organizations to reimagine conversations and customer interactions with advanced capabilities in communications and messaging, customer data and journeys, and secure fax solutions.

**Blog #1:** Reimagine conversations and enhance engagement with OpenText Experience Cloud

**Blog #2:** Fax reimagined: Harness the power of the cloud for seamless communications


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### OpenText™ Core Cloud Network Observability

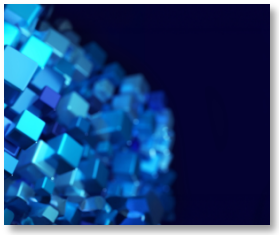
The new addition to OpenText™ ITOM Observability equips developers with the essential tools for detecting and addressing cloud performance issues whether infra, app, or network.

**Blog:** Expanding network observability: Introducing OpenText™ Cloud Network Observability

## New innovations in Business AI

*OpenText Business AI solutions leverage generative-AI to help businesses maximize the value of their intellectual property. By enabling AI-driven assistants across large private data sets, the right people have access to the right information seamlessly.*

### OpenText™ Content Aviator



Now integrated with OpenText™ Information Archive (OpenText™ InfoArchive), OpenText Content Aviator revolutionizes how IT data managers interact with legacy content and archived data through an intuitive LLM-powered chat interface.

**Blog:** Expand AI productivity to your legacy data archives

### OpenText™ DevOps Aviator

By leveraging AI and large language models (LLMs), OpenText DevOps Aviator now automates the conversion of video recordings into manual tests and defect reproduction sequences, eliminating the need for coding.

This AI-assisted chat also enables rapid creation of actionable user stories, using OpenText™ Software Delivery Platform (OpenText™ ValueEdge), streamlining workflows and reducing the risk of errors

**Blog:** Elevate your testing efficiency and quality with AI-powered DevOps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### OpenText™ Intelligence Aviator

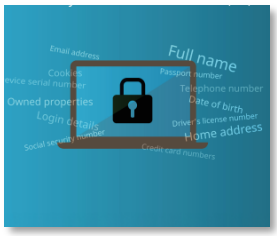
OpenText Intelligence Aviator encourages a data-driven culture by providing enterprise users with LLM-powered capabilities to access, analyze, and visualize business intelligence data through natural language conversations.

**Blog:** OpenText Intelligence Aviator: Your data's new best friend

## New innovations in Business Technology

*OpenText Business Technology solutions are designed to deliver enterprise-grade data platforms that can be deployed in any environment - private cloud, public cloud, or through APIs - ensuring flexibility and scalability for our customers.*

### OpenText Information Intelligence – Thrust API




OpenText™ Information Intelligence – Thrust API brings together the power of OpenText™ Intelligent Classification and OpenText™ Knowledge Discovery (IDOL) into a single intelligent solution to help independent software vendors better manage, control and prevent the sharing of confidential information inside and outside an organization.

**Blog:** Simplifying risk compliance and security tasks via one single service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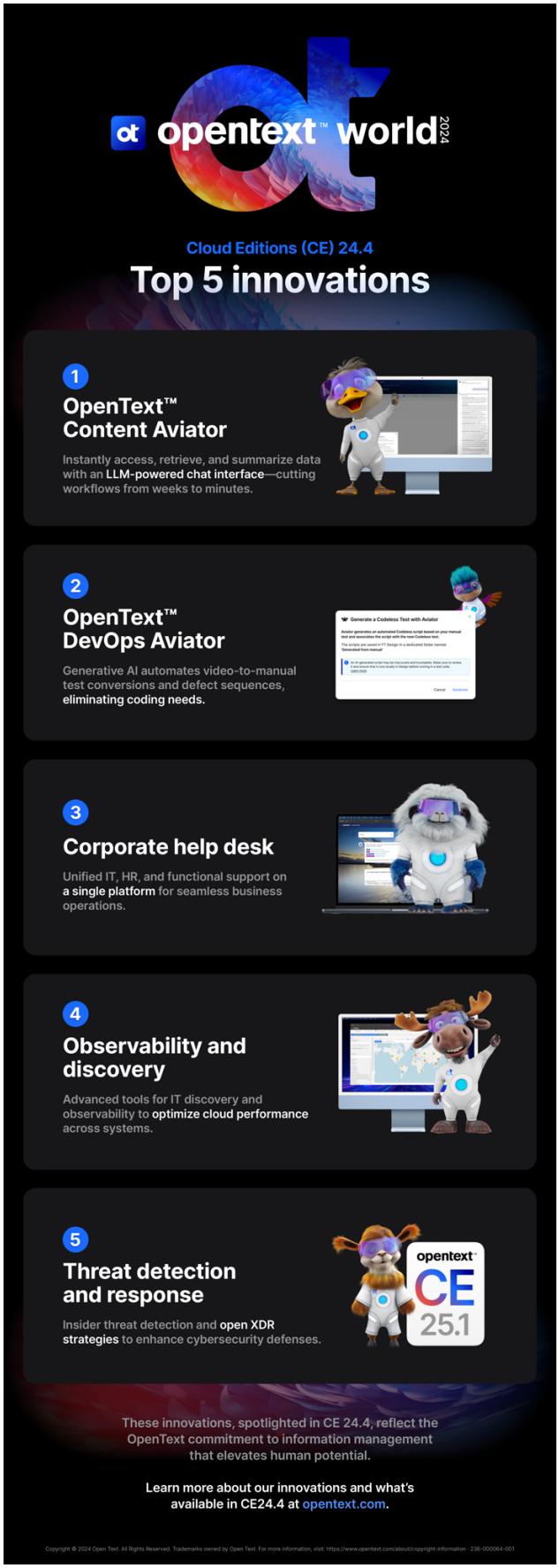
# Top 5 innovations at OpenText World 2024





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# Top 5 takeaways at OpenText World 2024

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# Reimagine work with OpenText Aviator webinar series

Join OpenText experts and discover how organizations can turn data into a secret weapon by using the AI capabilities of OpenText Aviator and Business AI in a series of 30-minute webinars, hosted each month.

Upcoming sessions include:

- **OpenText IT Operations Aviator: Unlocking the dream virtual agent**
  December 12, 2024 / 11am ET
- **Boost operator efficiency with OpenText IT Operations Aviator**
  December 12, 2024 / 11:30am ET
- **Build better apps faster with OpenText DevOps Aviator**
  January 22, 2025 / 11am ET

Catch-up and watch on demand:

- **The hows and whys of AI: Introduction to OpenText Aviator**
- **AI-driven strategies for better content management: OpenText Content Aviator**

Register and catch-up


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# Additional OpenText breaking news

## Media coverage | The AI catalyst: Unveiling the beauty of innovation for modern CIOs

OpenText presents Information Reimagined - Art Inspired by Global CIOs, an eight-piece digital art collection that reveals the unexpected beauty of AI through the lens of the CIO

Information Reimagined is an eight-piece digital art collection that reveals the unexpected beauty of AI through the lens of the CIO. The initiative uses digital art, generated by AI, to capture the labyrinthine synergy between AI, cloud, security, and data to illustrate the hidden elegance, stability, and immense potential a unified information ecosystem holds to reconstruct the DNA of entire industries.

## Press release | OpenText unveils secure cloud evolution to supercharge Managed Service Provider (MSP) business growth

New bundles, integrated task management and enhanced billing capabilities empower MSPs to deliver comprehensive security services with ease

OpenText™ Secure Cloud now boasts of fresh features like automated provisioning, enriched product bundling, integrated task management and improved reporting and analytics, to streamline MSP operations helping them focus on customer growth and retention.

## Blog | OpenText boosts the Government of Canada's digital ambition with enhanced Protected B cloud offering

OpenText™ GCdocs™ will allow federation government and users to move sensitive data to the cloud

OpenText has received Category B certification for its next-generation OpenText™ GCdocs™, a cloud-based solution for records management and information governance tailored specifically for the Government of Canada.

## Press release | OpenText IT Management Platform achieves FedRAMP® authorization

New FedRAMP authorized solution provides government organizations a simpler way to deliver IT services

OpenText received authorization on its OpenText™ IT Management Platform (ITMX) for the Federal Risk and Authorization Management Program (FedRAMP), including OpenText™ Service Management, OpenText™ Asset Management , OpenText™ Universal Discovery and OpenText™ Project and Portfolio Management. Now, United


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States federal agencies can feel confident using the OpenText solution to deliver modern user services, safely and securely.

### Press release | OpenText names a leader in the IDC MarketScape: Worldwide Intelligence Content Services 2024

"OpenText Content Cloud connects content to the digital business, eliminating silos and providing convenient, secure, and compliant remote access to both structured and unstructured data capabilities"

OpenText has been named a Leader in the IDC MarketScape: Worldwide Intelligent Content Services 2024 Vendor Assessment. This recognition underscores the importance of OpenText's solutions in meeting customer needs in a rapidly shifting market where AI-powered capabilities have become essential.

### Press release | OpenText partnership with Cork delivers peace of mind with comprehensive cybersecurity and cyber warranty solutions for SMBs and MSPs

New collaboration provides elevated service offerings with financial protection to attract and retain clients resulting in increased revenue streams

This alliance will empower MSPs to offer a distinctive blend of cybersecurity solutions and robust financial protection to enhance their customer offerings, ensuring that MSPs are equipped with the best tools and services, making it easier for providers to meet the diverse needs of their clientele.

### Press release | Nippon Gases Deutschland aligns with OpenText to accelerate e-invoicing compliance ahead of German mandates

This strategic partnership aims to streamline compliance with Germany's evolving e-invoicing mandates through OpenText's advanced cloud solutions

By leveraging OpenText™ Active Invoices with Compliance, Nippon Gases Deutschland will equip its tax and invoicing teams with innovative tools to confidently navigate, document, and manage the complexities of e-invoicing regulations and industry-specific challenges, ensuring both transparency and full compliance throughout.

### Press release | Serica Energy partners with OpenText to fuel operational excellence

Upstream oil and gas company uses OpenText to streamline engineering information and accelerate time to completion while reducing risk

Serica Energy has selected OpenText Content Cloud™ and OpenText Extended ECM for Engineering™ as strategic solutions to efficiently control engineering information,


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work processes, and risk across the lifecycle of projects and operations, while accelerating operational efficiencies.

## Press release | Pick n Pay achieves 95% automation in software testing with OpenText AI innovation

OpenText™ DevOps Aviator reduces manual testing time, boosts coverage, and accelerates development cycles, enhancing Pick n Pays digital services

Pick n Pay successfully integrated OpenText's cloud-based value stream management (VSM) and DevOps platform, OpenText™ Software Delivery Platform (OpenText™ ValueEdge™), with OpenText™ DevOps Aviator, to meet the escalating customer demand for innovative digital shopping tools.


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# The latest OpenText industry reports and surveys

## World Quality Report 2024 shows 68% of organizations are now utilizing gen-AI to advance quality engineering

The report, in collaboration with Capgemini, revealed significant developments in Quality Engineering (QE), with a growing emphasis on the integration of generative-AI and a notable shift in the skills required to excel in agile development environments.

Report | Press release

## OpenText Cybersecurity's 2024 Ransomware Survey: Supply chain attacks surge, ransom payments persist

The report found that supply chain attacks are widespread with 62% of respondents having been impacted by a ransomware attack originating from a software supply chain partner in the past year.

Survey | Press release | Blog | Infographic

## OpenText report raises awareness for Consumer Digital Life Protect as privacy concerns increase with generative-AI use

The survey of over 1,000 U.S. consumers found that 39% of consumers use generative-AI at least once a week, but significant privacy concerns persist, especially among parents.

Report | Press release

## OpenText Cybersecurity's 2024 Threat Hunter Perspective shows collaboration between nation-states and cybercrime rings to inflict more damage

The report found that the collaboration and coordination taking place between nation-states and cybercrime rings to target global supply chains and further geopolitical motives has become a signature trend in the threat landscape.

Report | Press release | Blog

## OpenText Cybersecurity unveils 2024's nastiest malware: Ransomware threats escalate against critical infrastructure

OpenText's Cybersecurity experts have identified the most relentless and adaptive malware trends impacting industries worldwide, with ransomware aimed at critical


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infrastructure taking center stage, highlighting an urgent call for reinforced security to protect vital services.

Infographic | Press release


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# Stay up to date on all things AI with our The AI Advantage: Work Reimagined newsletter

Discover your AI Advantage and unlock new insights in our quarterly LinkedIn newsletter, authored by EVP & CMO, Sandy Ono.

Subscribe to the LinkedIn newsletter

# Sign-up to our Information Matters newsletter

Connecting people, creating communities. Get your monthly source of OpenText news - everything that's new and hot with us, tips from customers, curated blogs, and thought leadership from within and beyond. It's a fresh, fun read, and it's one of our most popular ways to share our news!

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