

opentext™

eBOOK



Delivering cloud information management solutions for government

A quick guide to the partnership
between OpenText and AWS

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A partnership of cloud leaders

As societies recover from the pandemic, the cloud offers public sector organizations innovative ways to cut costs and deliver services, quickly pivot to new business models, create engaging customer experiences, enable remote work and learning and automate business processes.

Most organizations today are exploring ways of leveraging the cloud to accelerate the achievement of their goals. To this end, many have adopted a cloud transformation strategy based on replacement of physical data centers with Infrastructure as a Service (IaaS) and the migration of on-premises workloads onto the organization's managed cloud environment.

Although these projects offer the potential of lowering infrastructure costs, the strategy does not represent a fundamental change in the way the organization procures computing capabilities. Migration onto the organization's managed cloud environment in effect simply replaces a physical data center with a virtual one. The organization continues to invest funding on data center operations and application management, including direct labor costs, lease costs, equipment and software costs, as well as intangible but equally important costs, such as experience, management focus, risk, complexity and skills acquisition to name a few.

A recent Accenture survey found that 70 percent of public sector executives see migration to the cloud as key to the transformation of core models and systems.¹ But to achieve real transformation, the organization should adopt a strategy based on cloud computing where the organization uses the application and does not have to think about the underlying IT infrastructure required to deliver the capability.

OpenText, the global leader in information management, and Amazon Web Services (AWS), the leading provider of public cloud infrastructure, have partnered to bring information management cloud solutions and the promise of cloud computing to the U.S. public sector.

1 Accenture, The cloud imperative for public service. (2021)

2 Gartner, Gartner Says Four Trends Are Shaping the Future of Public Cloud. (2021)

“Organizations are advancing their timelines on digital business initiatives and moving rapidly to the cloud in an effort to modernize environments, improve system reliability, support hybrid work models and address other new realities compelled by the pandemic.”²

Gartner

Why choose information management solutions in the cloud?

Many public sector organizations now seek to lower infrastructure costs, bolster security and increase flexibility with cloud technology. Securely accessing, using and sharing information are key drivers behind the shift to the cloud. In response, OpenText and AWS have partnered to bring information management solutions to the AWS public cloud infrastructure.

Recent research from the Center for Digital Government (CDG) identified improved access to content and services

as a major benefit of cloud migration.⁴ This means providing the right information to the right people on any device for public sector organizations.

OpenText information management solutions powered by AWS deliver enterprise-wide content services that automate workflows and manage all forms of content throughout the entire content lifecycle—digitizing record files, creating a content ecosystem and providing a complete view of the customer across all channels.

70% of government organizations plan to migrate some workloads to the cloud in next 12-18 months

“The true benefit of cloud, after all, is not from short-term cost savings, but in greater access to future innovations.”⁵

Deloitte Insights

³ CDG Cloud Migration Survey. (2021)

⁴ ibid

⁵ Deloitte Insights, Government cloud. (2019)



The benefits of cloud information management

With cloud-based information management solutions from OpenText and AWS, government agencies benefit from:

Improved case management with connected customer data

Agencies can capture and connect information through its lifecycle, from leading applications to relevant business processes, to help increase the speed and accuracy of crucial decisions. Plus, visibility into assigned tasks, case progress and roadblocks speeds remediation.

Automated and optimized ad-hoc processes

With a centrally managed content repository, agencies can securely store and access any type of content, streamlining document management, records management, archiving and collaboration. By integrating information and processes across people, systems and devices, agencies can optimize and automate recurring processes to drive predictability and control.

Increased information governance, compliance, and collaboration

Agencies can mitigate risk with comprehensive information management that includes secure and compliant long-term storage, role-based access and automatic application of metadata and classifications. Eliminate paper and

media duplications to support compliant digitization and storage requirements, backed by retention policies directly linked to specific documents.

Personalized digital experiences

Smart, content-rich applications that support new and efficient ways of working enable agencies to deliver dynamic, relevant customer experiences. They can also create applications with reusable building blocks and accelerators at a lower cost, providing a quick start for countless processes.

6 Deloitte, Seven pivots for government's digital transformation. (2021)

“While different government agencies have different rationales for their digital transformation, the fact is they just can’t focus on only one area. They need to be modern, innovative, resilient, and citizen-centered to be truly digital.”⁶

Deloitte

OpenText™ Extended ECM for Government: Advanced cloud content services

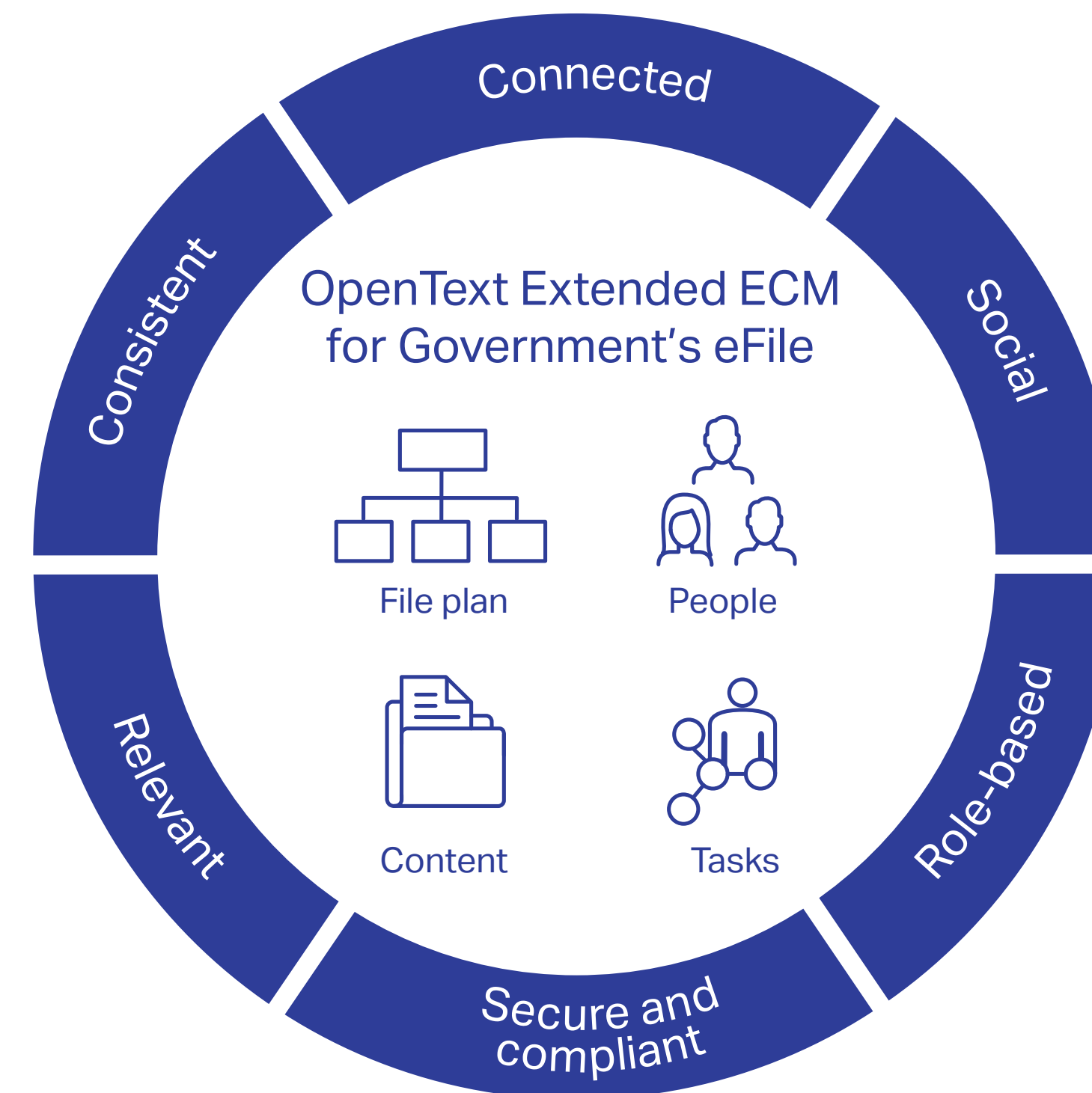
Global initiatives for digital government call for a new era in the public sector. However, the reality is very often a vast paper trail in the administration, slowing down processes and affecting responsiveness in citizen services.

OpenText™ Extended ECM (xECM) for Government securely manages the content lifecycle, including digital file management, case management, archiving and disposal. This solution brings government agencies out of legacy paper-only processes, while helping them adhere to strict government compliance regulations.

The key benefits of this new generation of content services for government include:

- Elimination of paper and media duplications and waste.
- Legally compliant digitization and storage.
- Efficient content enriched business processes.
- Multi-site and parallel collaborative access.
- Simple, user-friendly UI spanning mobile, browser and client applications.
- Scalability to support large organizations and high content volumes.
- Compliance with domestic and international regulations and standards, such as DoD, MoReq2 and CMIS.

In addition, OpenText xECM easily integrates into existing enterprise applications, such as SAP® and Oracle®, and scales to support high content volumes, allowing agencies to expand the solution as they grow.



OpenText™ Appworks™: Low-code development platform

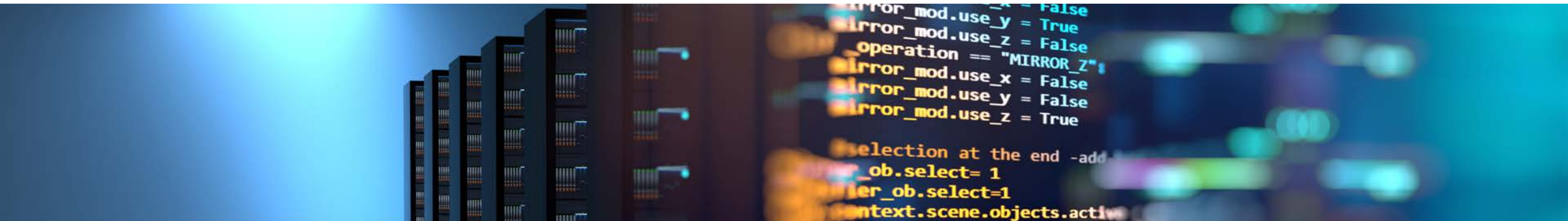
Now, more than ever, governments are under pressure to provide new services to citizens and more productive environments for public sector employees. In response, they are using low-code development platforms.

These platforms allow agencies to concentrate on business requirements and shorten the development process for simpler applications. Research shows organizations using low- or no-code methods are almost 50 percent less likely to report application delivery times that take more than 12 months. In fact, 15 percent of low-code users say they are delivering systems in four months or less.⁷

The cloud delivers the ideal infrastructure for low-code development. With budget constraints, highly skilled technical staff are in short supply, and large IT programs have a history of costly failure. The partnership between OpenText and AWS brings the OpenText AppWorks low-code development platform to the cloud.

AppWorks enables government agencies to build engaging, smart and easy-to-deploy process automation applications. Integrating this solution within a government agency allows improved operational efficiencies and innovation-on-demand, while ensuring compliance with strict governance requirements.

⁷ Outsystems, The state of application development. (2020)



Why partner with OpenText and AWS?

For government organizations looking to optimize their information management solutions in the cloud, the partnership between OpenText and AWS provides many benefits. It enables government agencies to accelerate digital transformation and empower distributed workforces to drive innovation, collaboration, service delivery and citizen experience.

OpenText

- 30 years of experience helping the world's largest organizations extract value from information
- Largest provider of information management (IM) solutions to the US government
- 68,000 cloud customers worldwide
- 3,000 Cloud Managed Services customers
- Most comprehensive portfolio of integrated Content and Experience information management solutions available, including content services, digital experience, Government-to-Government (G2G) integration, AI and analytics and information security
- Deep cloud, application, governance, security and compliance expertise

AWS

- Extensive global cloud footprint spanning 76 availability zones within 24 geographic regions around the world, serving 245 countries and territories, and growing
- Deep set of cloud security tools, with 230 security, compliance and governance features and 90 security and compliance certifications
- More than 175 global cloud-based services, from infrastructure technologies such as compute and storage, to emerging technologies such as data lakes and Internet of Things, for optimized cost and performance
- A reputation from driving down the cost of IaaS
- Named world leader in cloud infrastructure as a service

Why partner with OpenText and AWS? (cont'd)

AWS and OpenText are helping governments worldwide extract maximum value from information to drive improved business operations and citizen experience and reduce the IT burden to enable organizations to focus on mission and innovation.

OpenText and AWS deliver impactful benefits:

- Deploy OpenText information management workloads quickly and securely to the OpenText™ Cloud on AWS with near-zero downtime
- Gain the maximum possible TCO (total cost of ownership) savings and peace of mind from leveraging OpenText's unequaled experience and expertise delivering information management on the cloud
- Redirect budget from data center operations and application management to accelerate organizational innovation and delight constituencies and compliance requirements
- Protect business and customer data with a deep set of cloud security tools at the application and infrastructure level
- Future-proof through regular solution updates and access to more than 175 global cloud-based services optimized for cost and performance
- Speed time to value for new systems, with up to 80 percent of regulatory and compliance requirements taken care of



Selecting your deployment model

Whether looking to migrate existing on-premises information management workloads to the cloud, extend into another department, share capabilities with other agencies or adopt new information management solutions, OpenText and AWS enable government agencies to reduce IT expenditure and optimize the workforce. The IT department can shift its focus from data center management to business requirements.

Moving to the cloud is still a significant undertaking, and any workload migration project can be a daunting prospect. OpenText has developed two flexible approaches to make a seamless transition to the cloud:

Cloud native information management

Organizations leveraging information management require flexible options on their journey to cloud adoption. OpenText's investments in the development of cloud native applications enables organizations to accelerate their cloud journey and realize the benefits of cloud computing.

Cloud native cloud hosted solutions enable organizations to leverage their investments and reduce the total cost of ownership (TCO) in OpenText software and skills attainment. Agencies are freed from the data center business and can focus resources on the business.

Cloud managed services (CMS)

Cloud managed services provide all the expertise and resource to handle the day-to-day running of an agency's information management capabilities. It delivers SLA-backed performance, scalability and security.

This approach ensures upgrades and updates are part of the service, giving users instant access to the latest version of their information management solutions to increase employee productivity and shift valuable resources to higher value business activities and innovation. This is ideal for government organizations at every level.



Get started today

The pandemic has supercharged cloud adoption for the U.S. public sector. Estimates suggest annual federal spending on cloud computing will grow from \$7.3 billion in 2021 to an estimated \$7.8 billion in 2022.⁸

Delivering information management solutions in the cloud allows governments at all levels to maximize the value of their information assets and make them available securely when and where they are required, building the foundation for cloud-based business agility and innovation.

The partnership between OpenText and AWS empowers agencies to fully leverage the cloud while reducing IT costs and complexity to achieve modernization and transformation. With flexible deployment models, an agency can select the approach and timing that meets its operational and citizen requirements.

⁸ Ecommerce Times, Federal Spurt in Cloud Spending Will Extend Well Into the Future. (2020)

To learn more about cloud information management solutions from OpenText and AWS, [read this white paper.](#)



About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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