

OpenText Output Management

Get critical business documents to any destination reliably



Benefits

- Reduces loss of revenue and costs of delay with reliable document delivery
- Speeds business cycles with efficient, streamlined processes
- Decreases cost of global delivery of documents
- Tracks and monitors thousands of critical enterprise documents

Reliable, efficient, and cost-effective information delivery is an essential part of business. When documents or information do not get where they are supposed to go or get there late, companies experience downtime and lose significant revenue. Unreliable delivery of business-critical information may also lead to poor decisions or unsatisfied customers.

OpenText™ Output Management is a family of integrated software products that ensures reliable delivery of documents to various output channels, including printers, fax, email, and web destinations.

With OpenText Output Management, organizations can centrally manage delivery processes and eliminate the limitations of point solutions that only meet a single requirement or the needs of a single user. Companies can save time and money with automated creation and delivery of business process documents and end-user print jobs, ensuring the smooth flow of information within and beyond the boundaries of their enterprise.

Reduces loss of revenue

OpenText Output Management removes the risk of human error from shuffling information around and ensures it gets deployed in the proper form to the appropriate output. As a result, the solution helps reduce potential losses of revenue to employee mistakes, malfunctioning printers, network errors, delayed documents, misrouted documents, security breaches, regulatory compliance fines, and damaged reputation in the marketplace.

Speeds business cycles

Critical information comes from many sources, such as enterprise resource planning (ERP), customer relationship management (CRM), supply chain management (SCM) applications, legacy or mainframe systems, proprietary applications like SAP, and document management systems. OpenText Output Management provides delivery across the entire enterprise, as well as business-to-business deliveries.

With many companies continuing to have remote/hybrid workforces, delivery of business communications and documents has never been more important. Remote workers unable to access their office print environment can use OpenText Output Management to send documents to an FTP, fax, or printer in the office as well as print locally.

Decreases cost

OpenText Output Management dramatically reduces the costs of delivery. It drastically reduces the number of IT print servers by reconciling everything into a centralized process, cutting out associated hardware and personnel costs. It also automates tasks that otherwise often lead to internal help desk calls or require specialized associates to be trained and deployed to move data around.

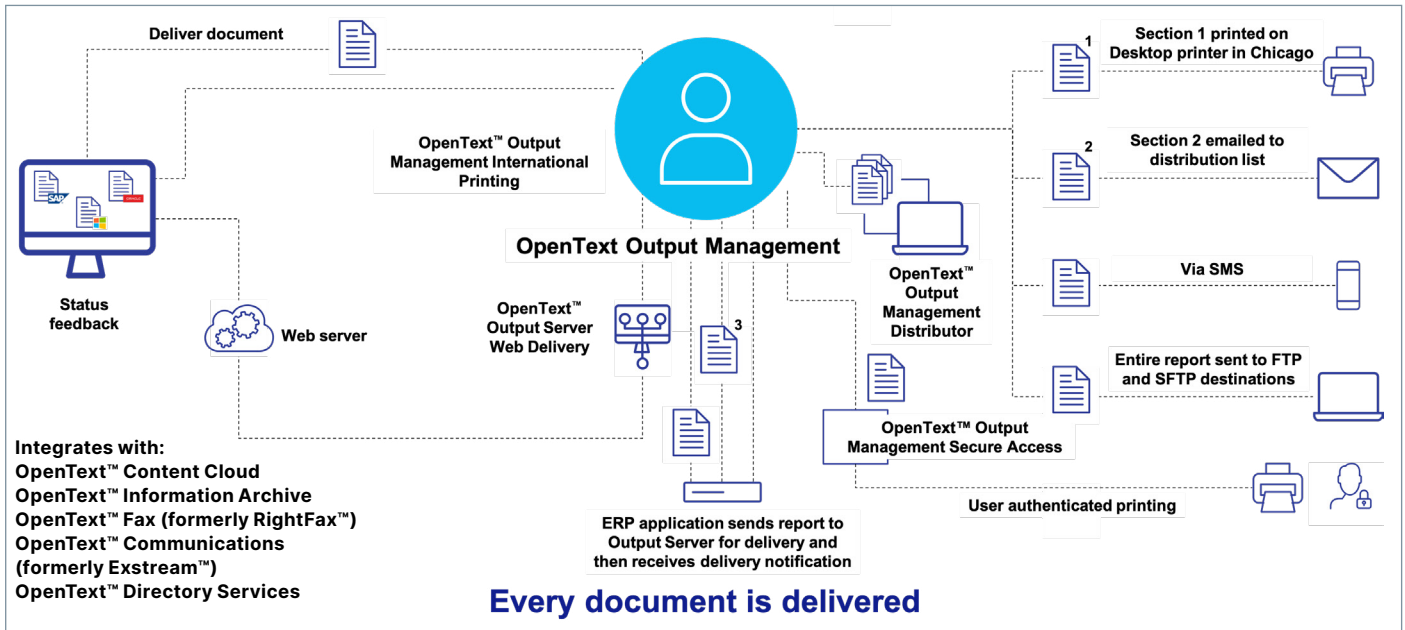
Tracks and monitors

OpenText™ Output Server, the foundation of OpenText Output Management, offers reliable document delivery while providing real-time notification of device malfunctions or job interruptions. This means that if something breaks in the chain, your workflows don't carry on, ineffectively, assuming everything is fine. OpenText Output Server raises the alarm so the problem can be fixed.

OpenText Output Management rigorously tracks all the content moving through it, allowing you to record in a centralized record what was output from the system, where, and when. This is key to meeting security and auditability requirements in laws such as HIPAA, FERPA, GDPR, and SOX.

OpenText Output Management combines enterprise information delivery software with expert integration, implementation, support, and training services to help companies manage, share, and distribute information. Companies can simplify and streamline their print environment, accelerate business processes, and save valuable IT capital while delivering business-critical information from virtually any source to any destination across the distributed enterprise. Some of the world's largest enterprises rely on the solution to deliver consistent performance with state-of-the-art features while complying with required standards in security and other certifications (SAP, etc.).

OpenText Output Management high level architecture



Services

- OpenText Managed Services
- OpenText Professional Services

Flexible deployment - OpenText Output Management is available in three forms: 1) on-prem installation on Linux, Windows and AIX 2) as containers to be deployed on-premises or in any cloud (public, private, hybrid) 3) as a managed service through OpenText.

User or Transaction licensing - To operate containers, or in the cloud either with containers or non-containers, the transactional model is required, which does not restrict the number of active servers nor changes in hardware.

Secure access – print jobs can be held until the authorized recipient indicates they are in place to receive them, either through the printer front panel (badges, PIN, user/password) or their mobile phone.

Reporting dashboards – Easy, at a glance access to key metrics, such as printed jobs, success ratio, server load, and number of concurrent users.

Smart configuration – manage the solution with ease through dedicated tools. Automatically detect and correct printer changes, automatically collect relevant logs for rapid diagnosis of issues.

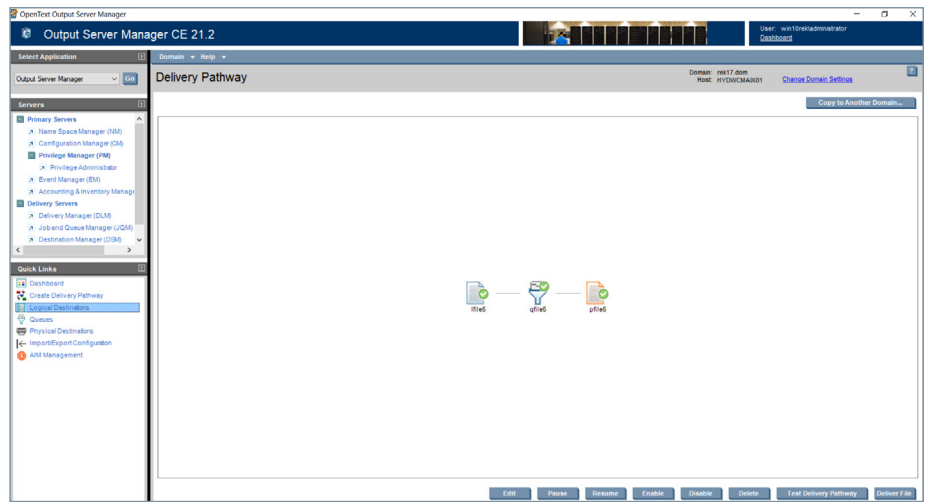
Powerful integrations – OpenText Output Management includes out-of-the box connectors for many OpenText solutions, including OpenText™ Fax, OpenText™ Fax2Mail, OpenText™ Communications, OpenText™ Information Archive and OpenText™ Content Server.

Resources

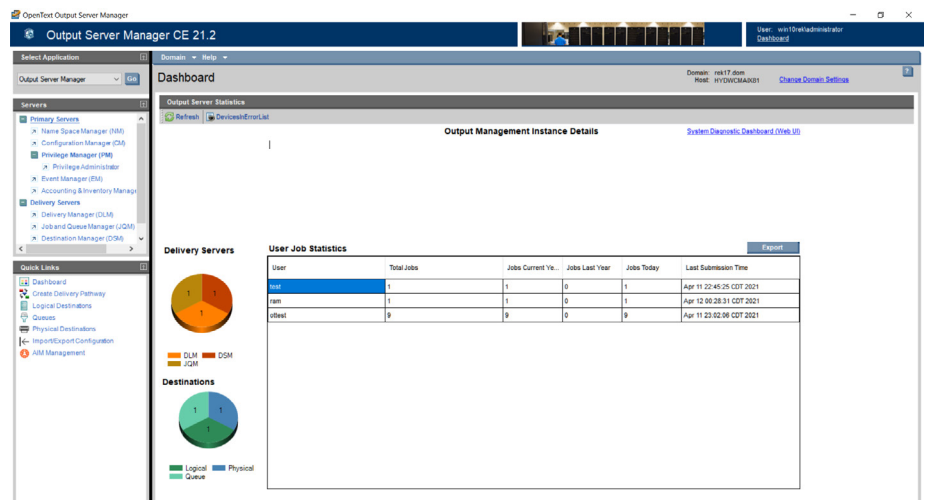
[OpenText Output Management ›](#)

[Output Management Overview Video ›](#)

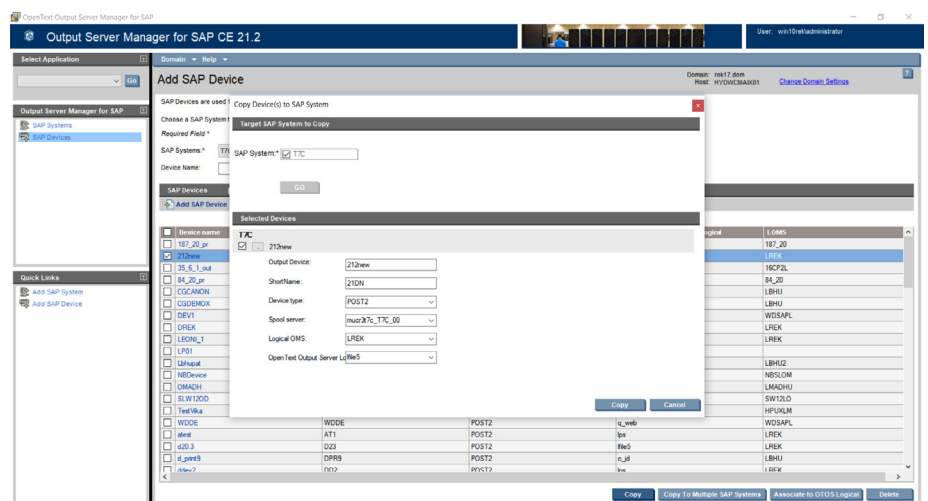
SAP® Certified
Integration with SAP NetWeaver®



Flexible delivery pathways



Out-of-the-box reporting dashboards



User and destination management