

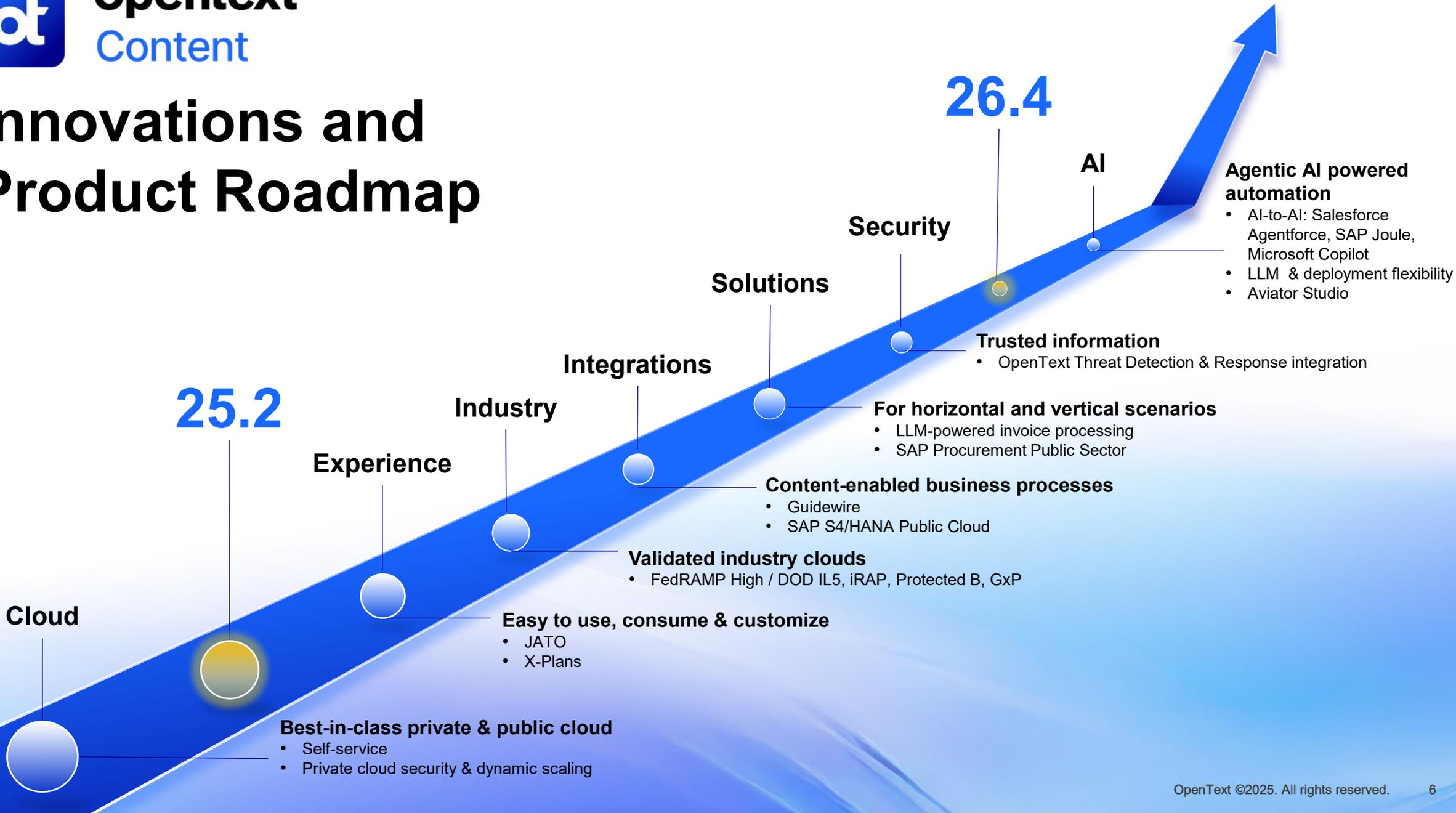


OpenText Content Cloud Innovations

CE 23.1 – CE 25.4

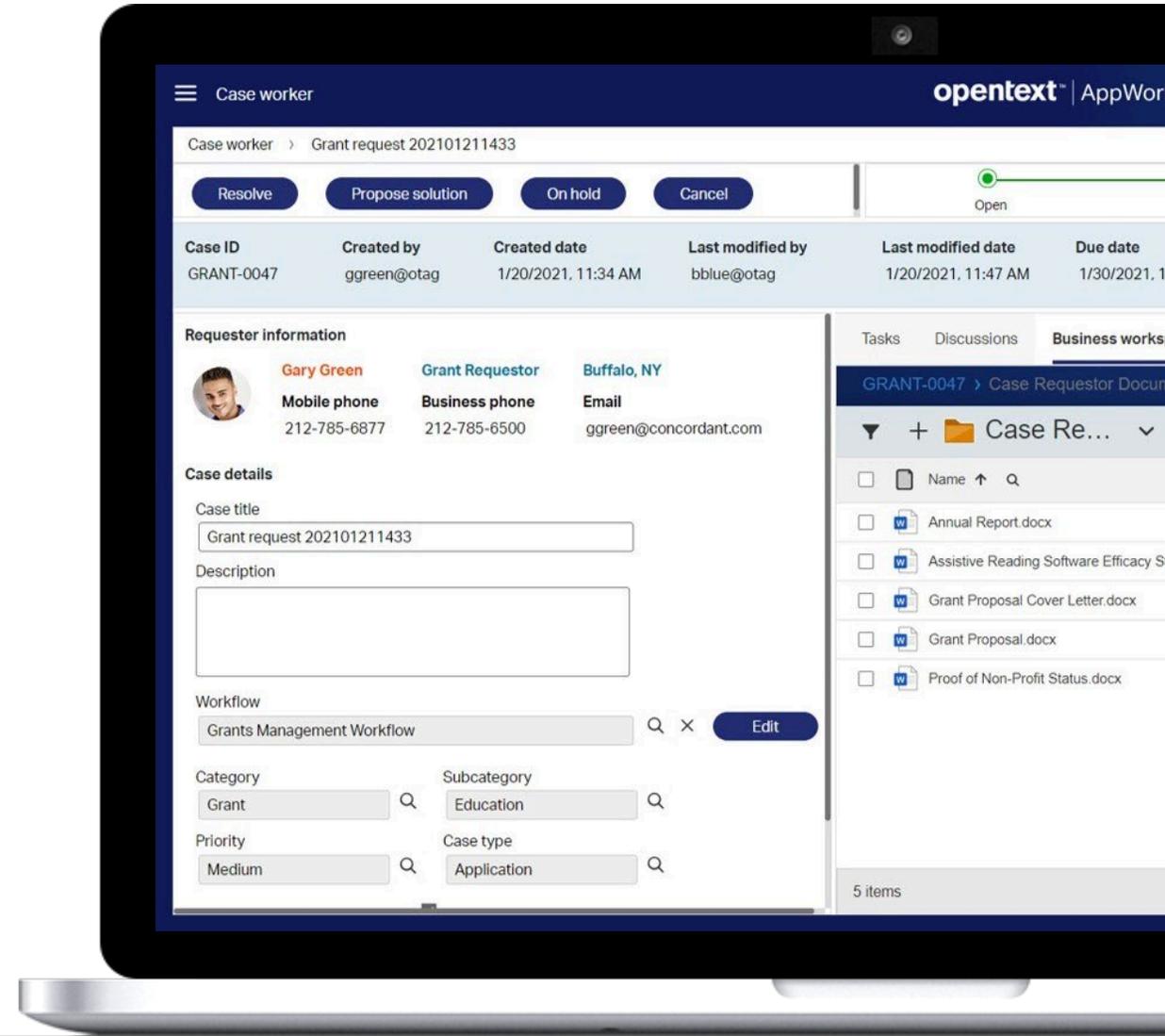


Innovations and Product Roadmap



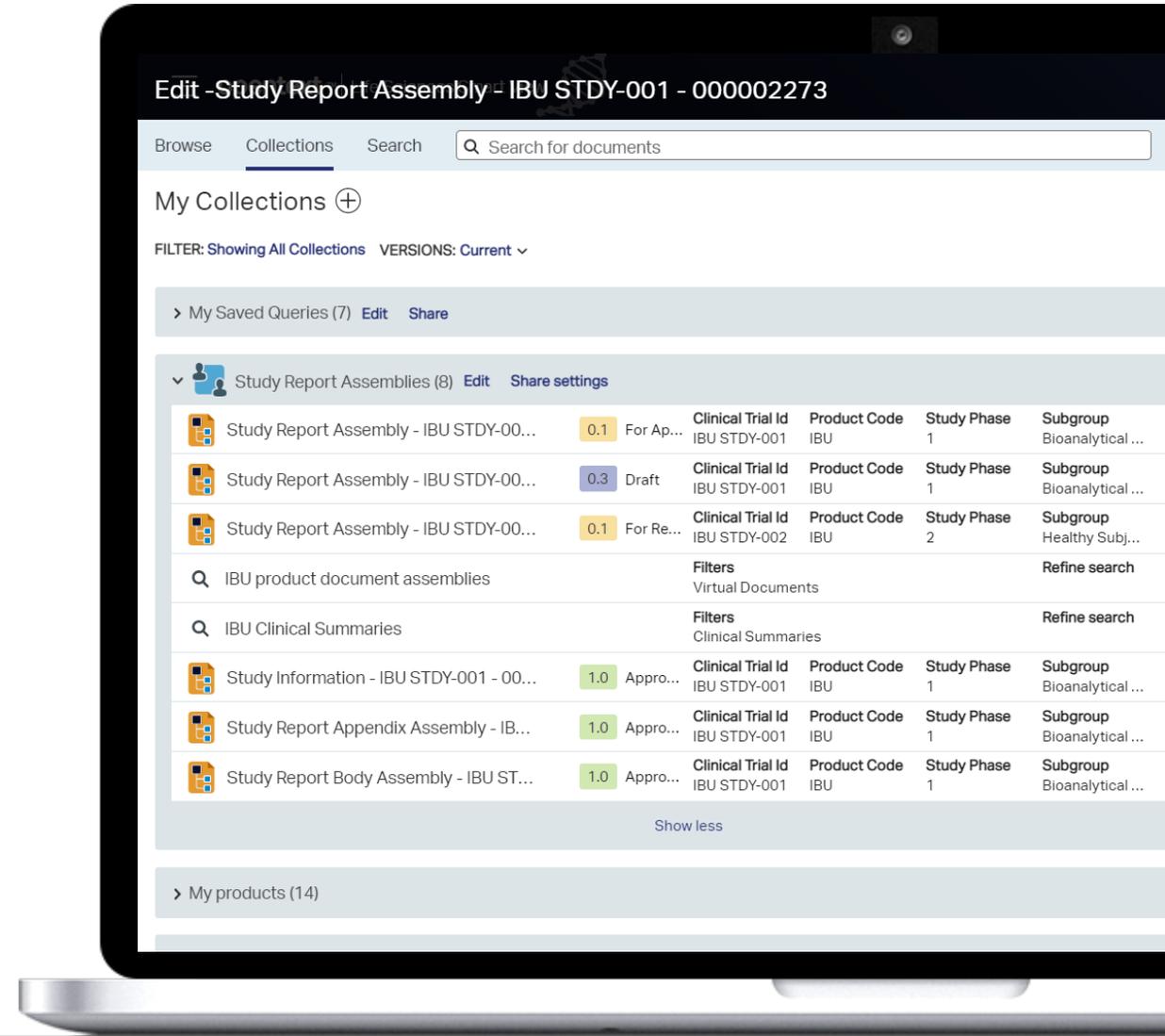
OpenText Content Management (Extended ECM) and OpenText Process Automation achieve FedRAMP 'In Process' designation

- **Cloud security is no longer an inhibitor** for U.S government organizations to adopt OpenText Content Management (Extended ECM) and OpenText Process Automation in the AWS public cloud
- **Modernize citizen-facing services** such as grants/permit management with automated workflows
- **Boost internal & external collaboration** with comprehensive case-management capabilities
- **Reduce development overhead** with low-code/no-code tools



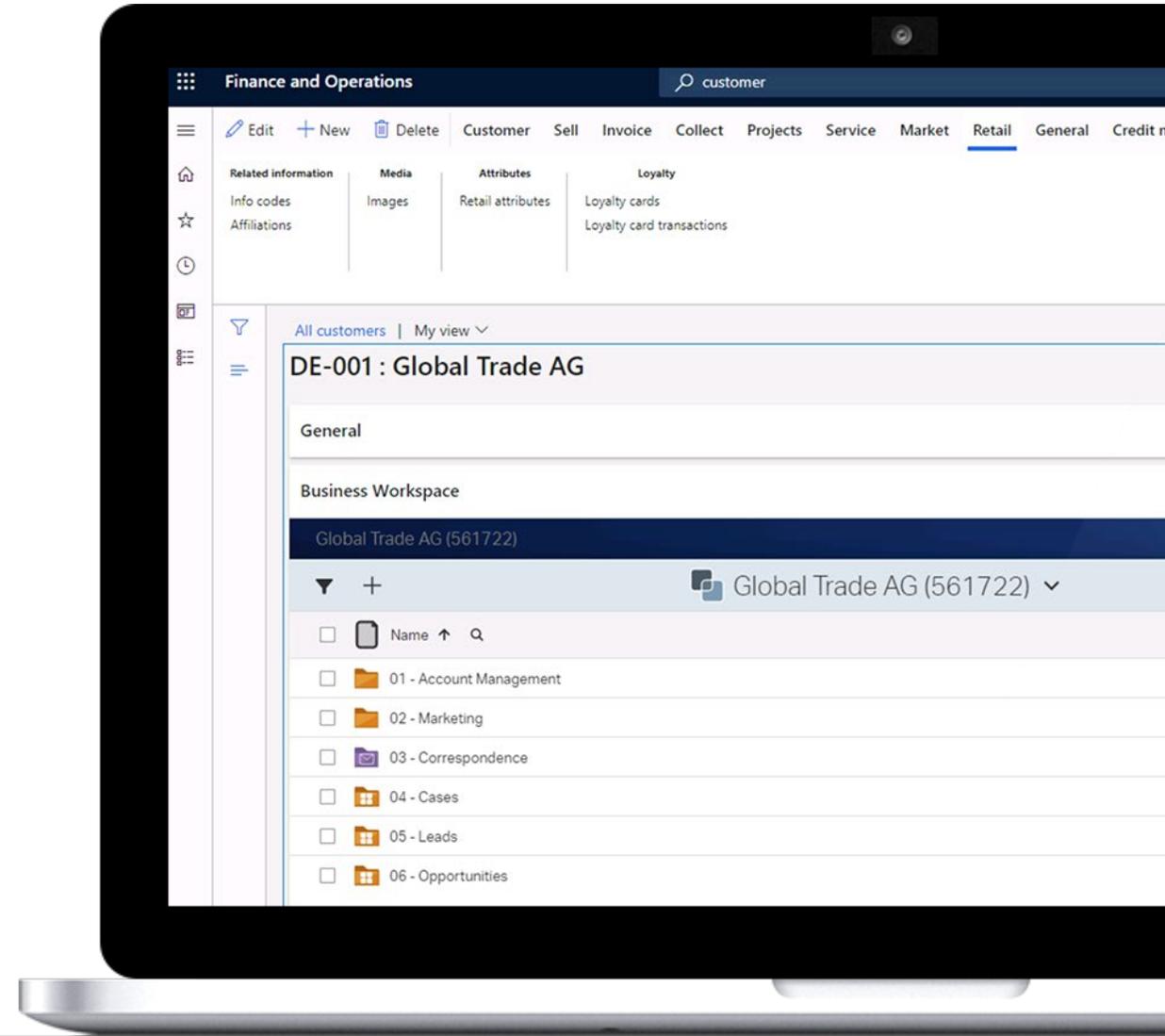
GxP compliance with OpenText Content Cloud for Life Sciences on AWS

- **Audit-ready confidence** and GxP compliance in cloud
- **Trusted, proven solution** with AWS cloud-based operational efficiencies
- **Ensure manufacturing quality and safety** with process compliance
- **Improve health authority submissions** and correspondence across clinical trials, research and development



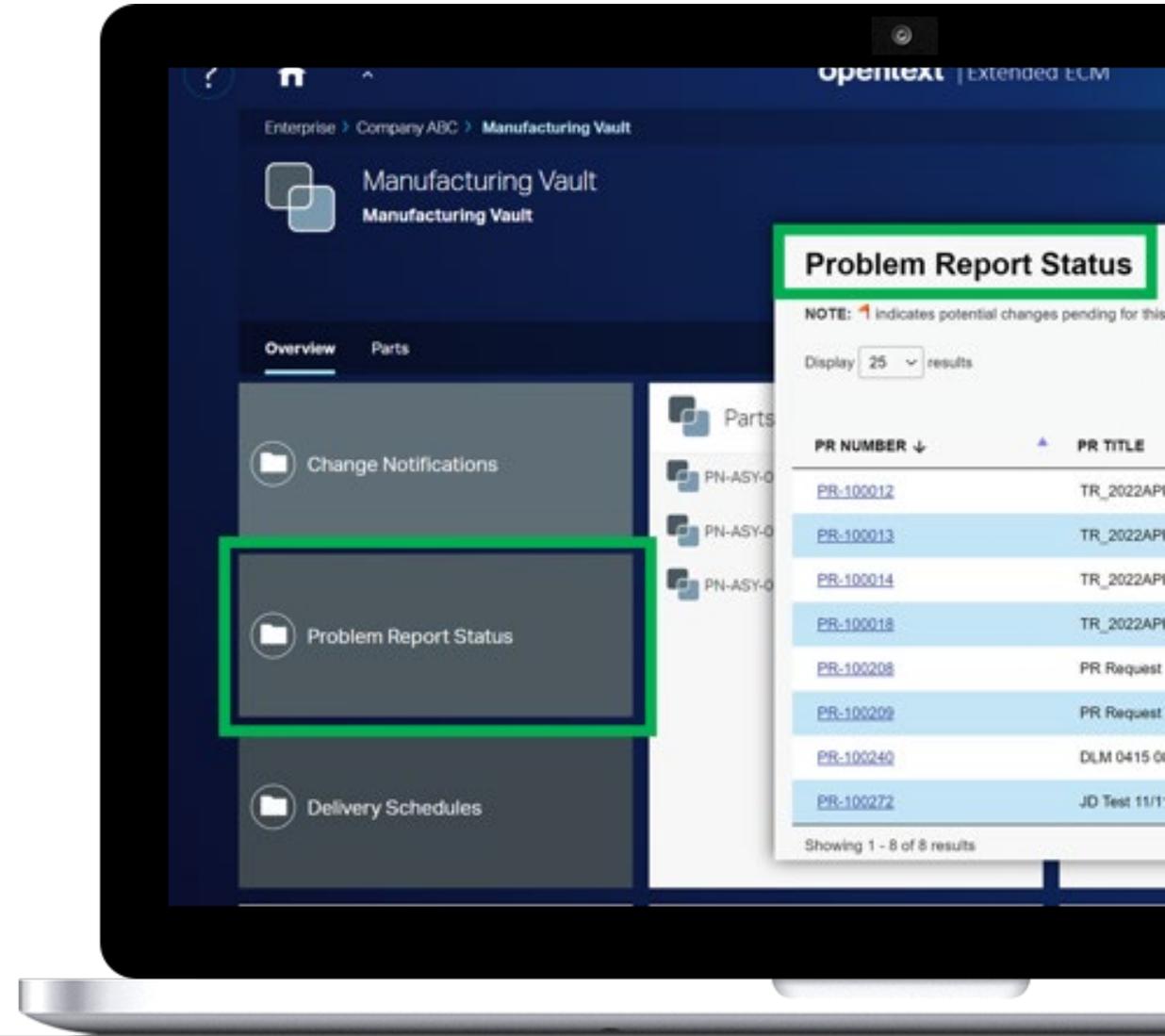
Streamline complex financial workstreams

- **Relevant financial content** at your fingertips
- **Modernize workflows** with connected content and financial processes
- **Strengthen compliance** and reduce risk
- **Improve** Account Payable and Account Receivable processes
- Find the solution on [Microsoft AppSource](#)



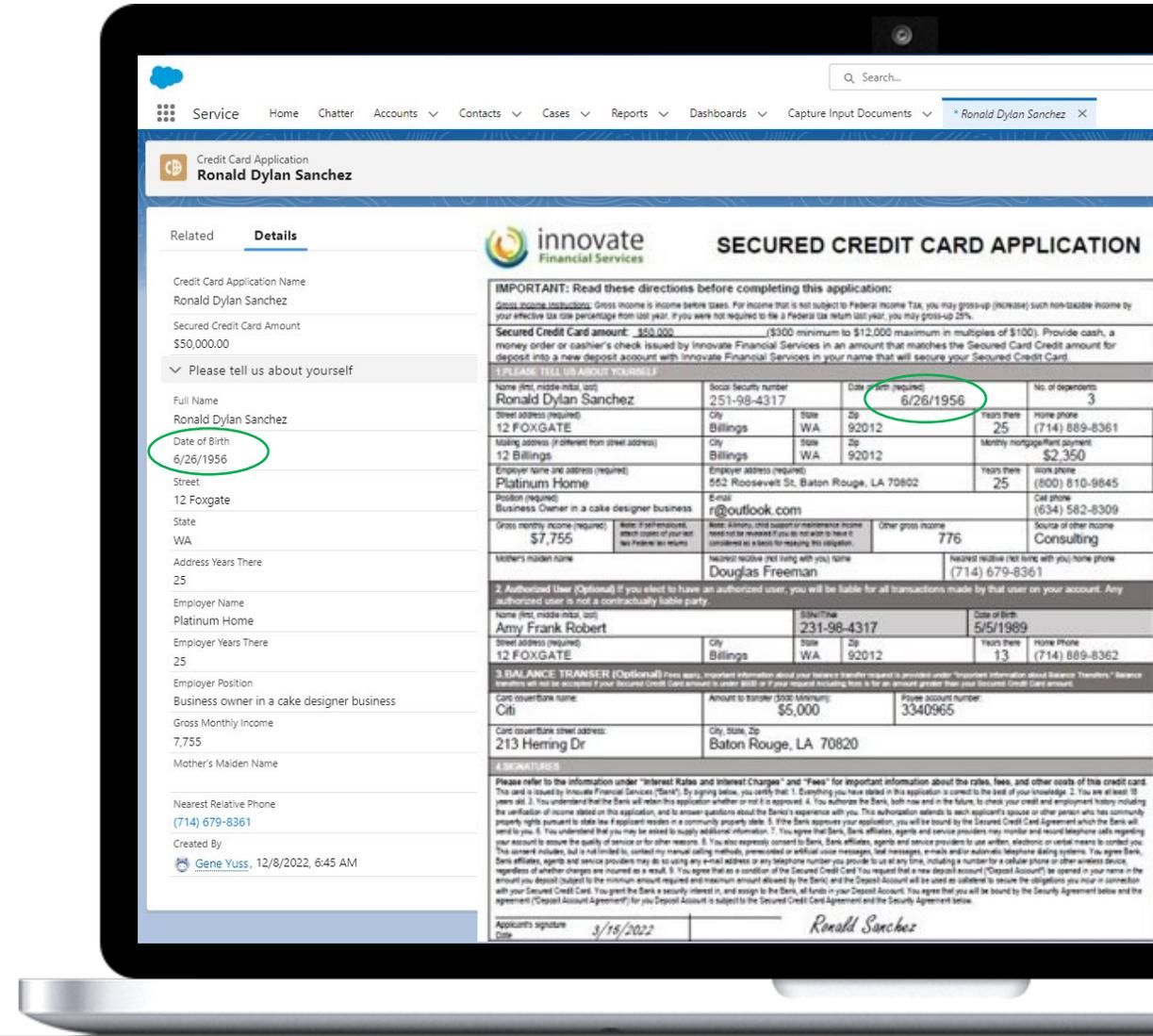
Making PLM information work better across enterprise systems and supply chains

- **Share** released design information across the extended enterprise
- **Eliminate** error prone manual synchronization of information
- **Automate** Post-design change requests back to PLM
- **Complete an end-to-end information backbone** for manufacturing



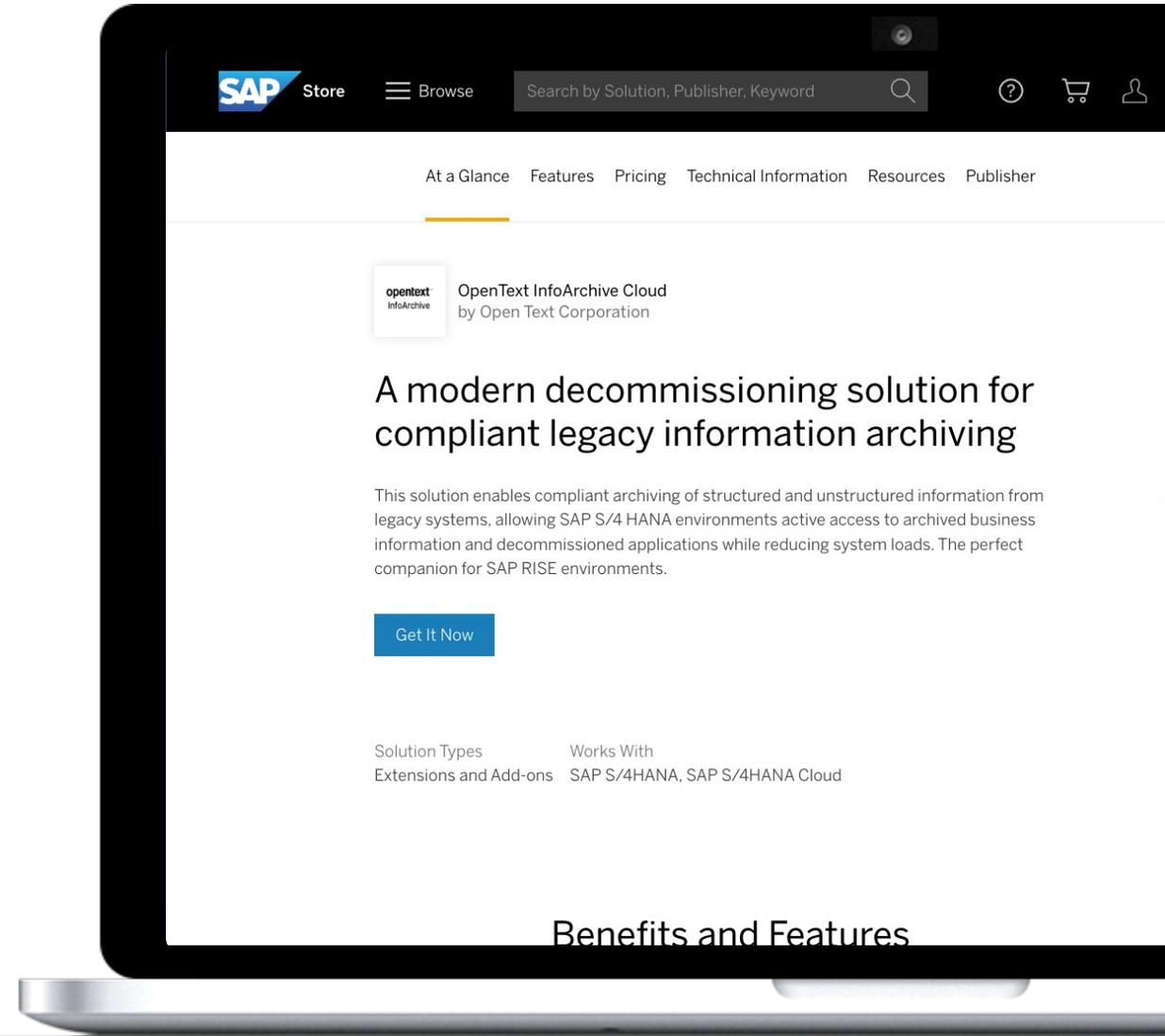
Accelerate document processing for Sales & Service

- **Simplify** inbound customer document capture
- **Intelligently extract** data and inject into Salesforce
- **Automate manual tasks** and streamline processes
- **Reduce costly errors** and enable frictionless productivity
- Integrated with Salesforce Flow for **easy automation** setup
- Solution available on the [Salesforce AppExchange](#)



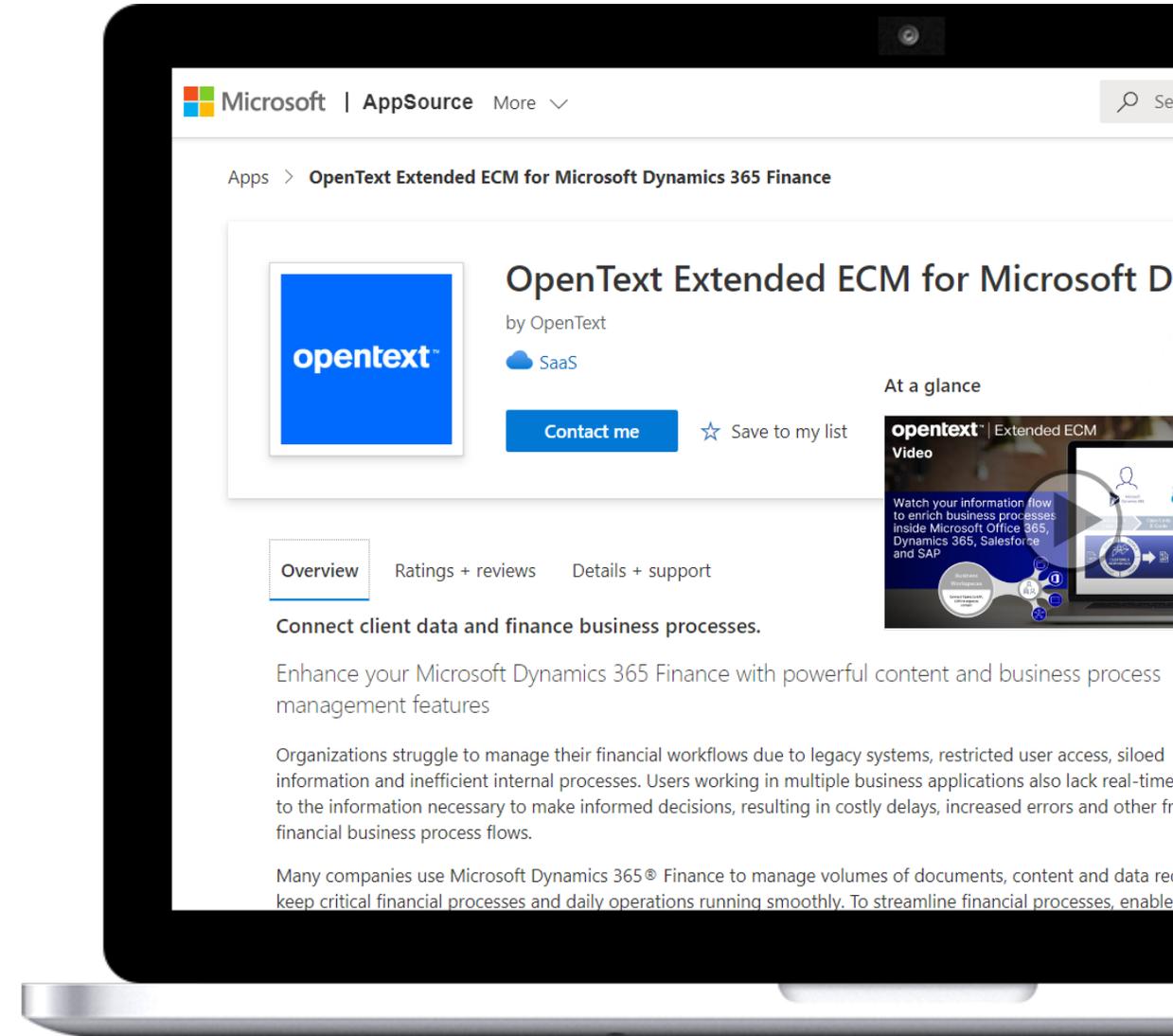
Fast-track the move to SAP S/4HANA with proven system decommissioning in the cloud

- OpenText™ Information Archive Cloud Edition now validated by SAP and available on the [SAP Store](#)
- Securely retire SAP & non-SAP applications to the cloud
- Proven solution from a trusted SAP partner



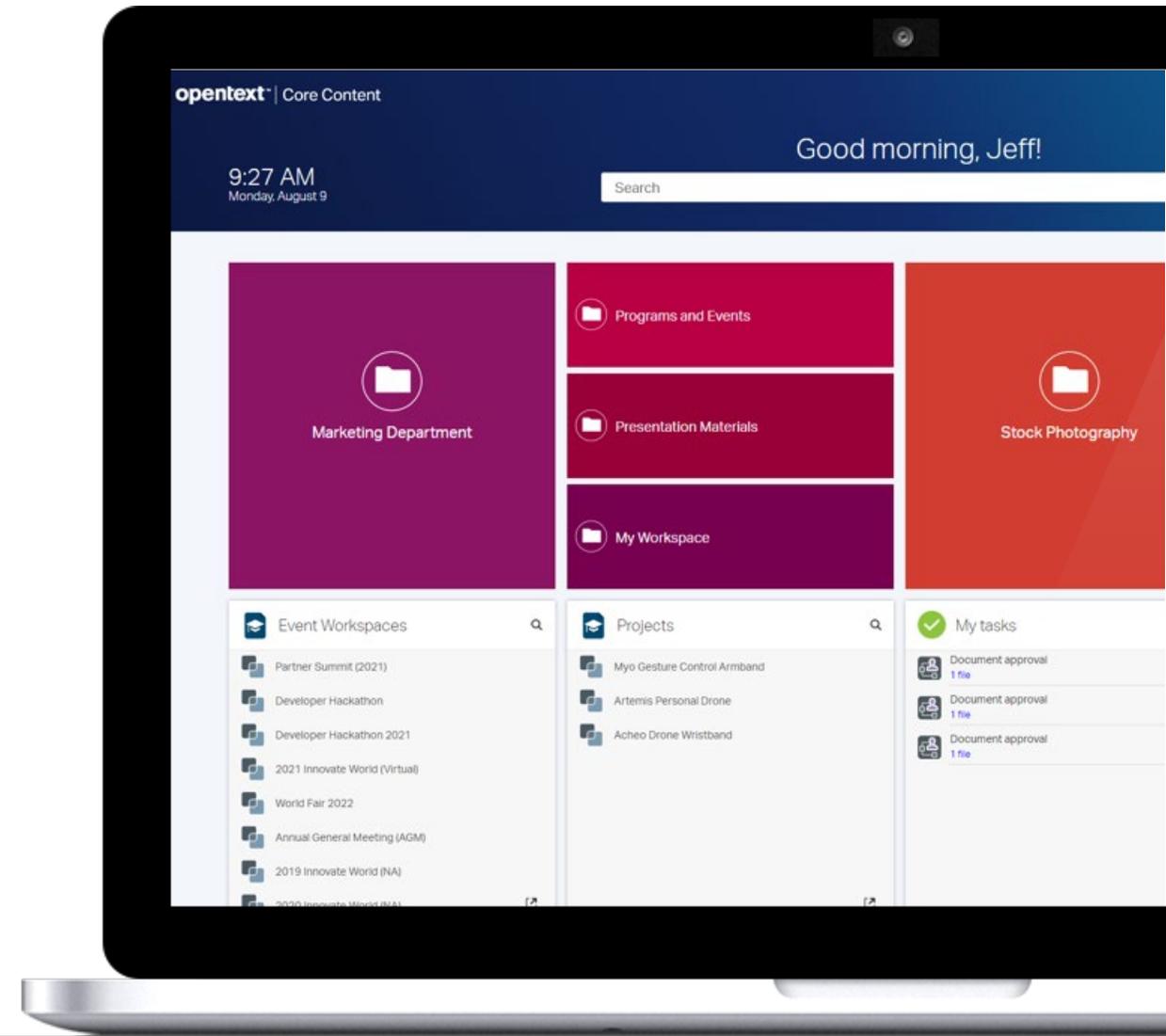
Find new integrated solution on Microsoft AppSource

- Streamline finance processes with OpenText™ Content Management for Microsoft® Dynamics 365™ Finance
- Find solution on [Microsoft AppSource](#)
- Centralize solutions and simplify vendor management on Marketplace
- Use solution to burn down committed cloud spend with [Microsoft Azure Cloud](#)



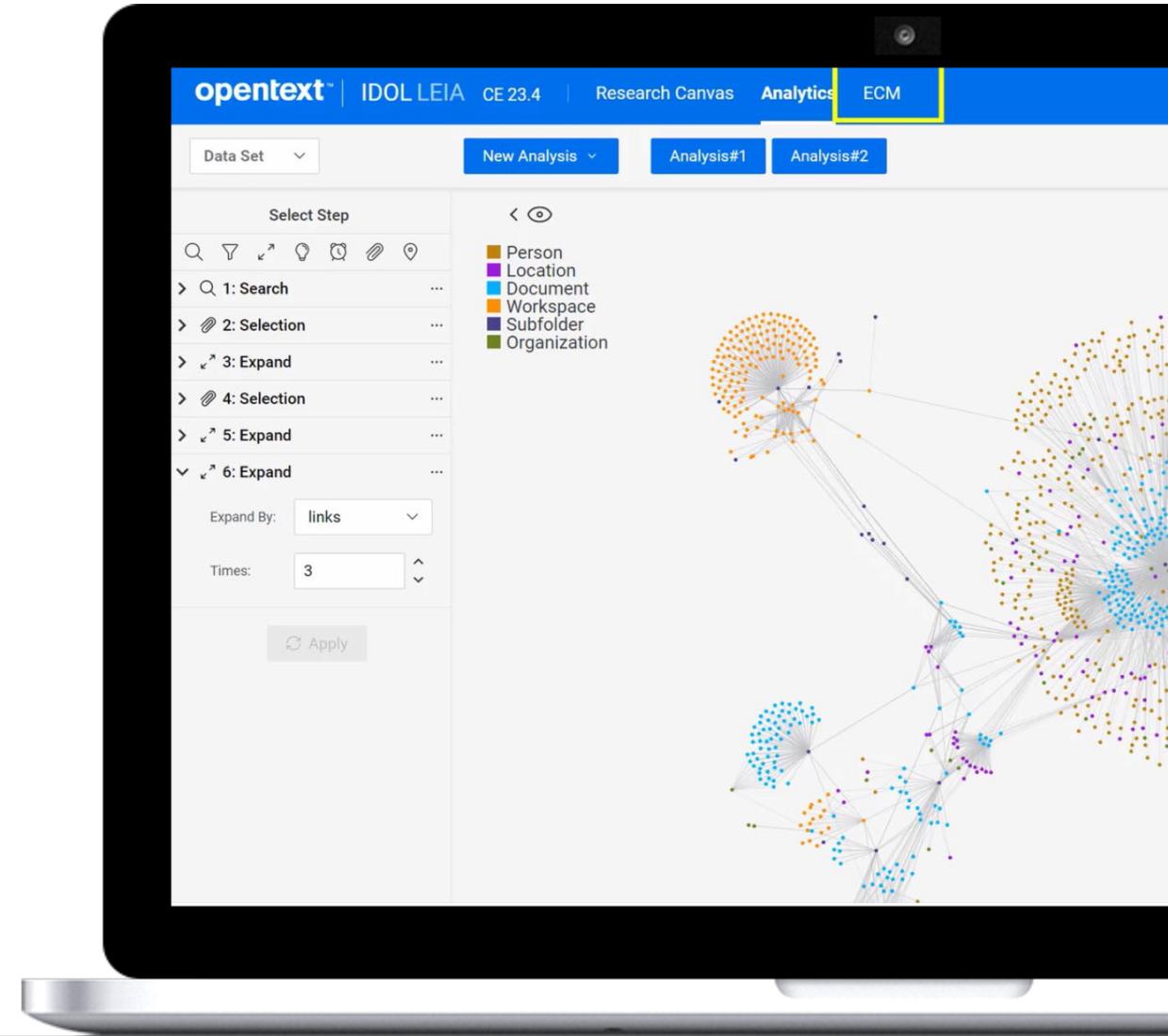
Complete SaaS content management available via OpenText Partners

- OpenText™ Core Content Management and OpenText™ Core Process Automation have been added to the OpenText Cloud Reseller Program
- Suite of products available for resale by certified OpenText Partners:
 - OpenText™ Core Content Management
 - OpenText™ Core Process Automation
 - OpenText™ Core Capture
 - OpenText™ Core Share
 - OpenText™ Core Signature



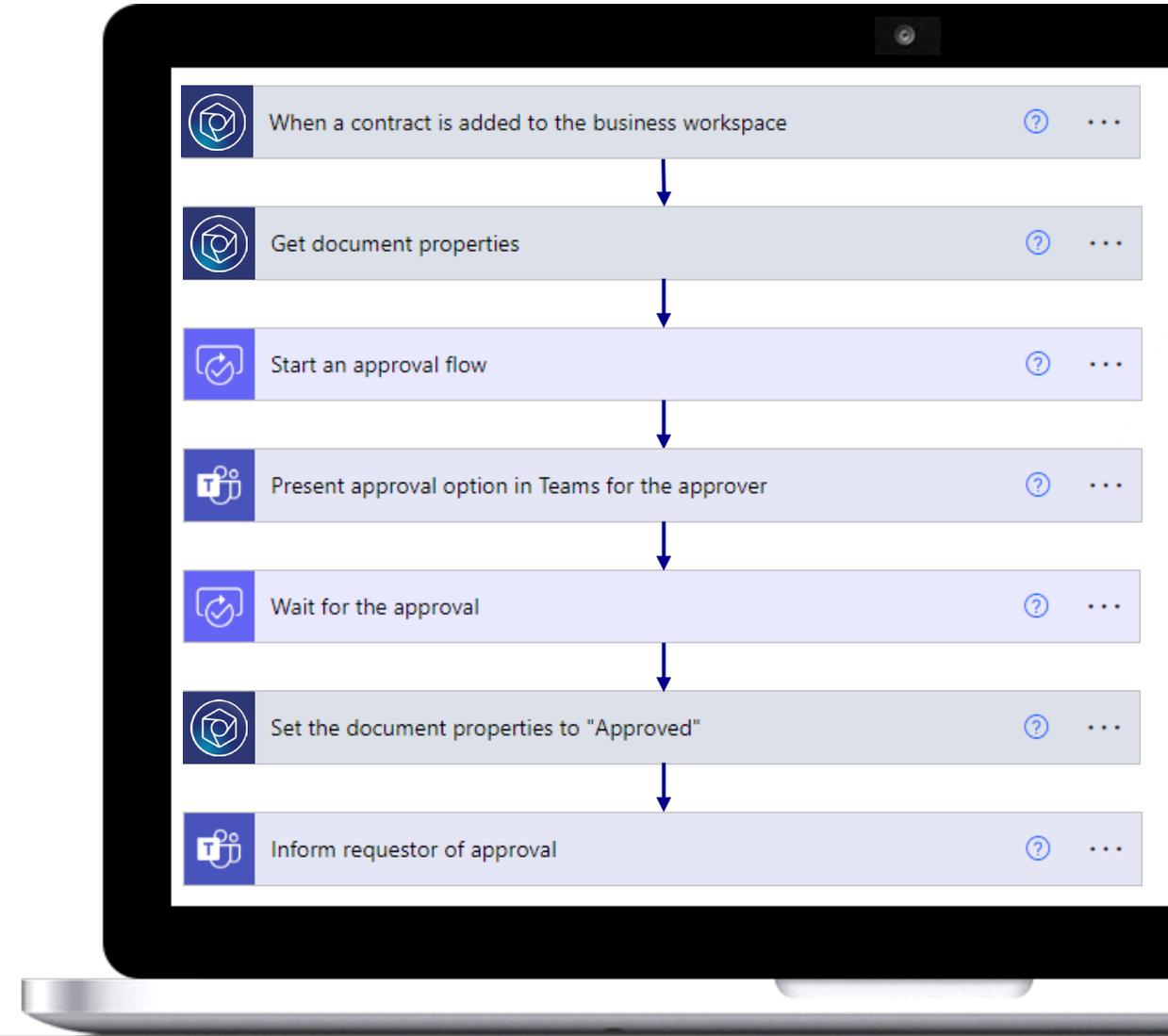
Smarter content insights

- **Reduce sprawl** with automated identification, extraction and filing of content from external sources to central repository
- **Understand and enrich metadata** of content already in your OpenText Content Management (Extended ECM) or OpenText Documentum repository with AI-powered insight
- **Gain new insight** to make smarter, faster decisions with elegant visualization of content connections and relationships



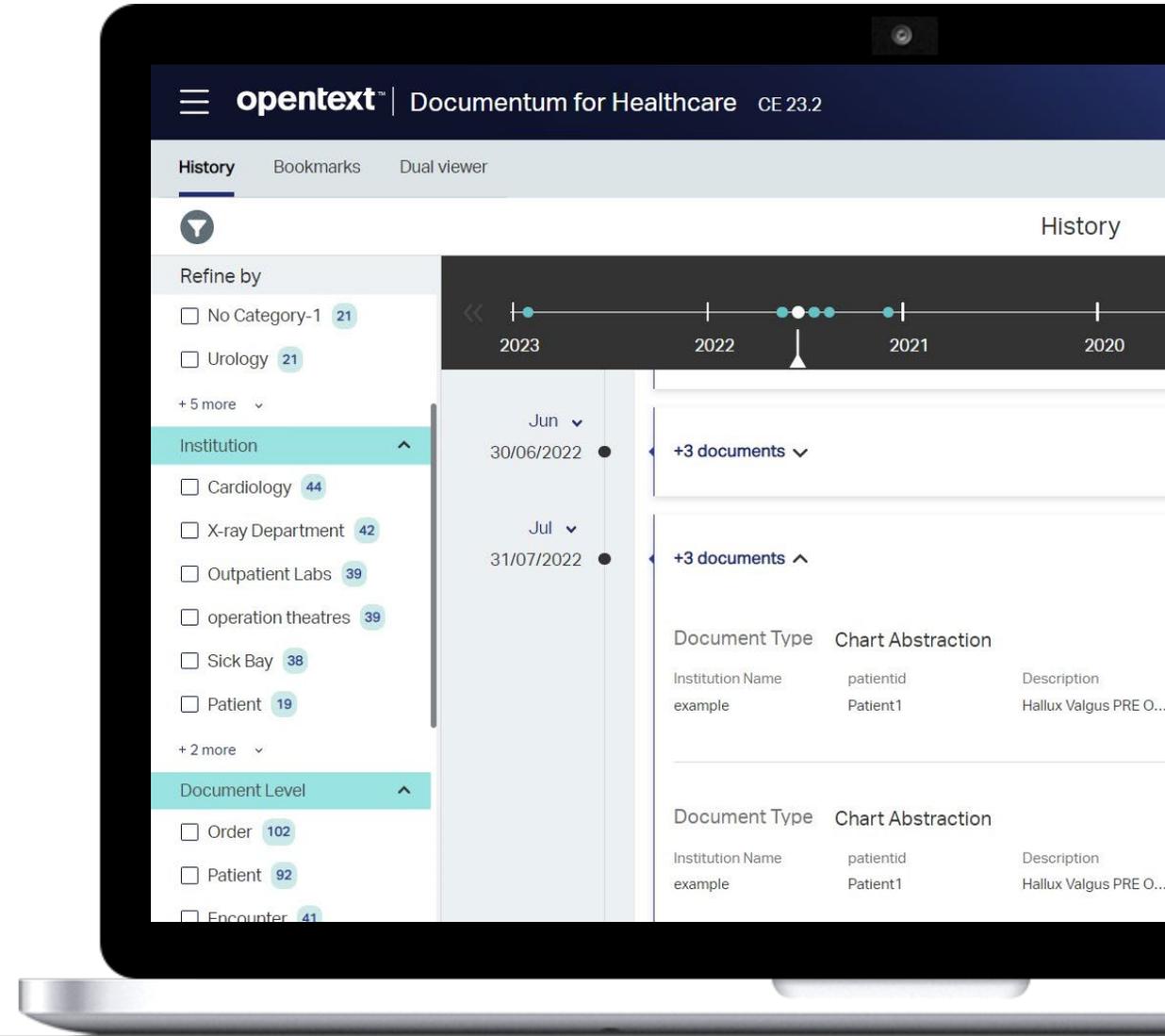
Smarter productivity workflows

- **Automate business processes** for 1000+ popular apps
- **Empower users** to build and extend productivity workflows
- **Eliminate information silos** with a single source of truth
- **Do more with less** burden on IT and maximize the value of existing investments



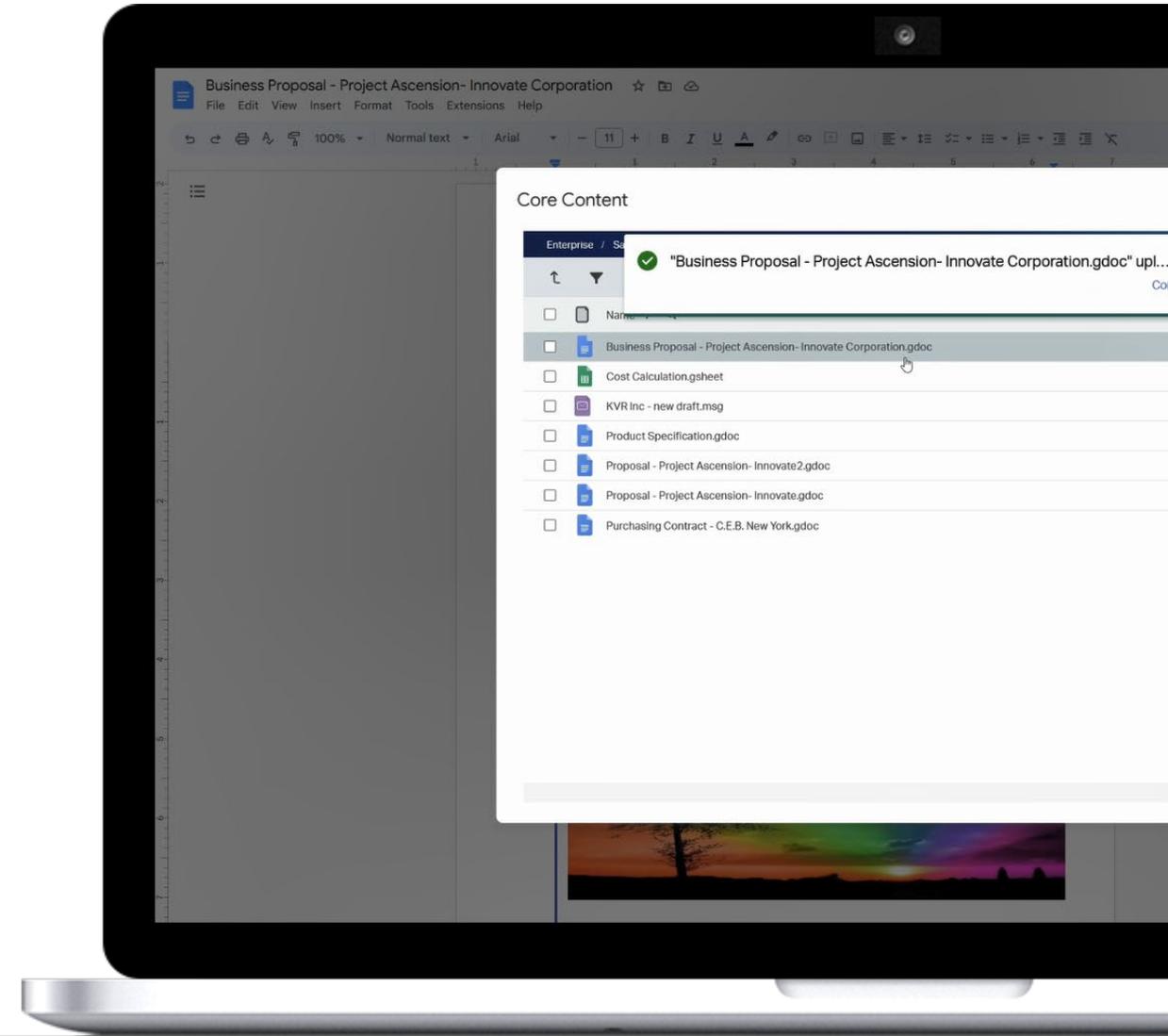
Smarter patient care with complete and integrated patient records

- **Enhance the value of EMR** with a complete, patient-centric view of all information, regardless of source, format or location
- **Improve process, insight and empathy** with greater integration and usability of unstructured patient data
- **Ensure compliance** with evolving standards such as HL7 & IHE



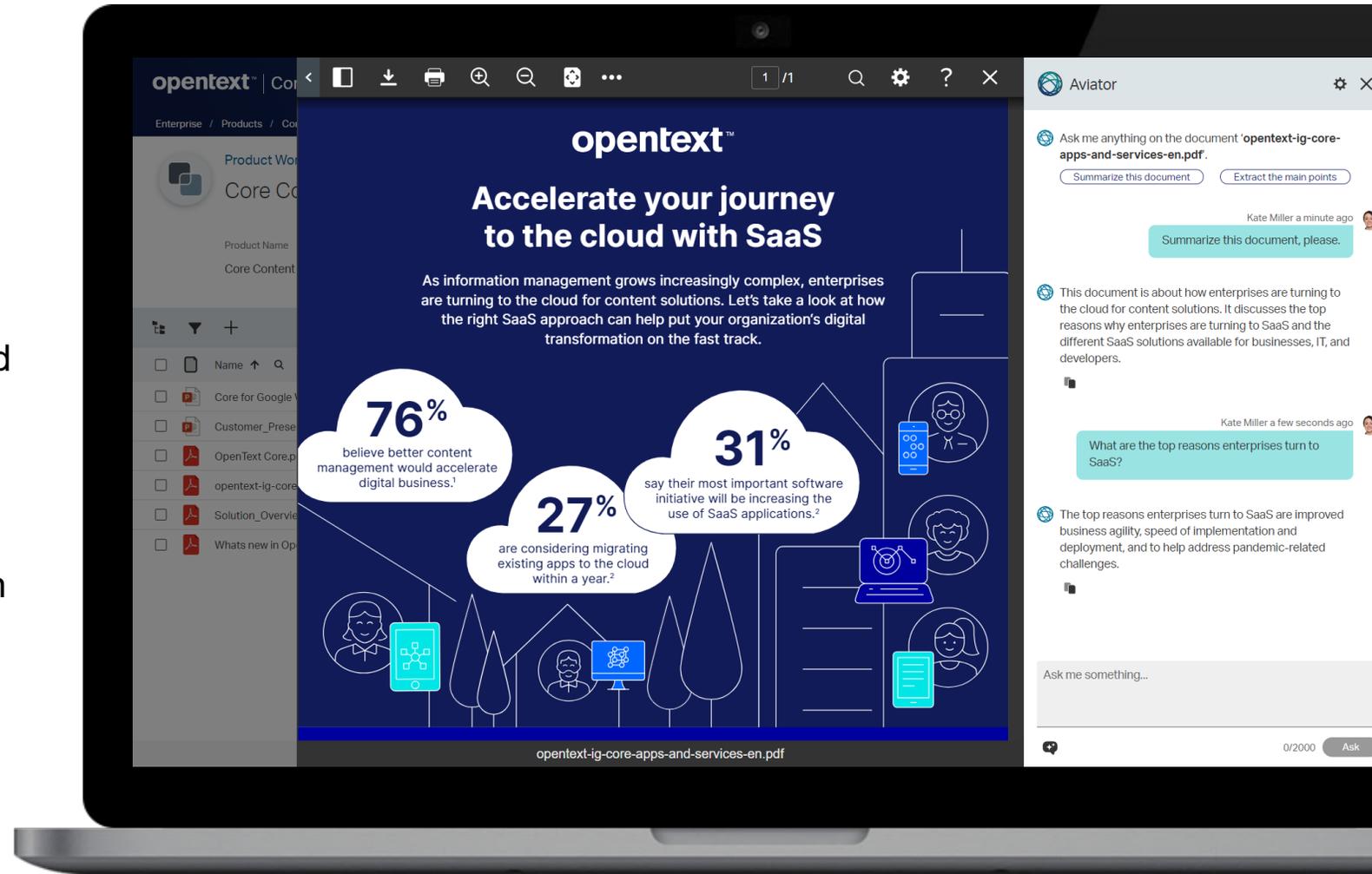
Smarter digital employee experience with integrated collaboration and content management

- **Enrich Google Workspace collaboration** with enterprise content management and information governance
- **Speed business processes** by embedding collaboration and content management into lead applications
- **Deliver information in context** to reduce digital friction and empower a seamless digital employee experience



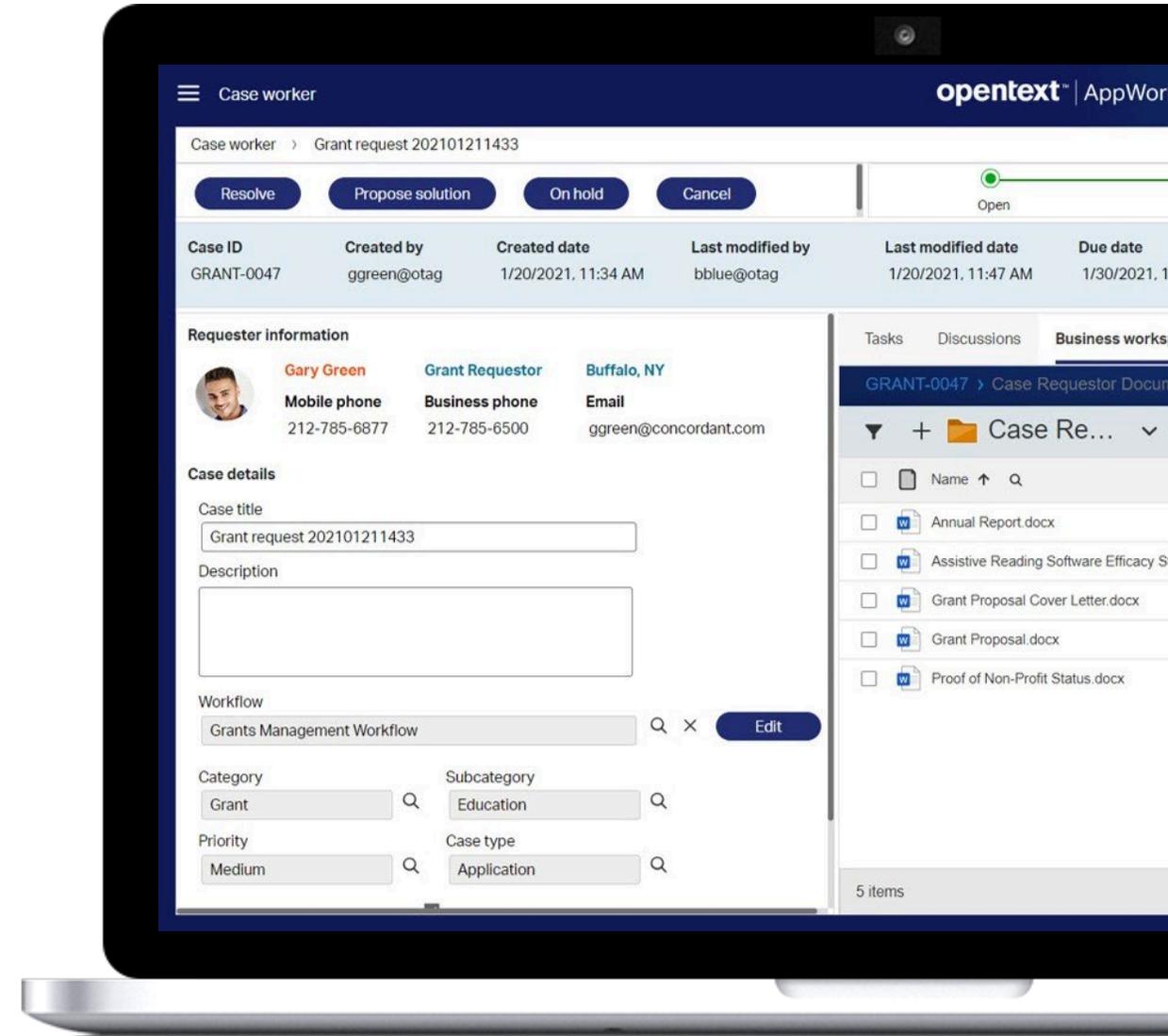
Work smarter with intelligent assistance

- **Quickly understand documents** and workspaces through automated analysis and summaries
- **Discover content faster** with an interactive chat interface
- **Boost user productivity** and efficiency with relevant answers to natural language questions



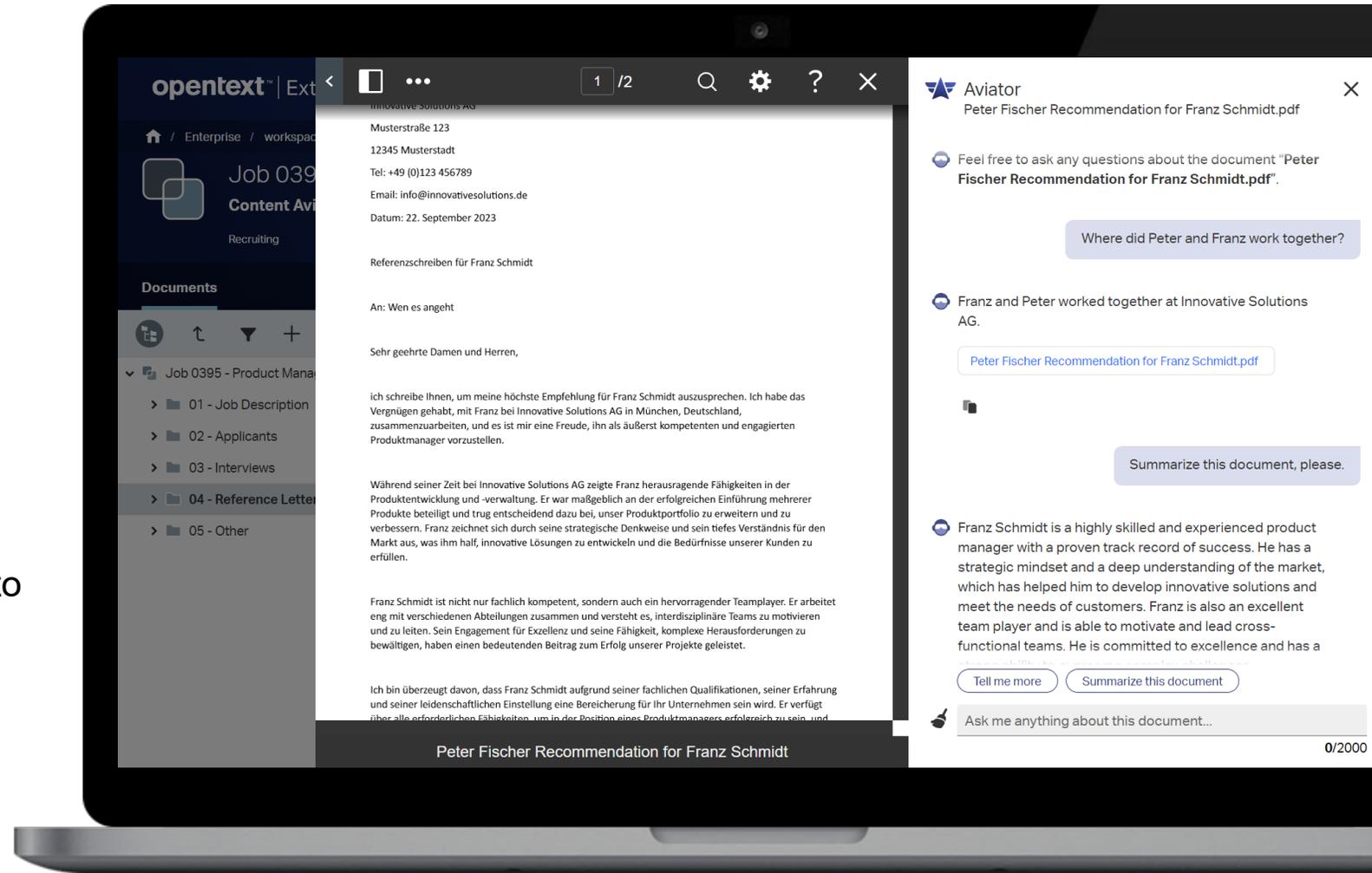
Modernize citizen experiences with FedRAMP authorized cloud content services

- **Improve cloud security:** Gain the highest levels of data security and governance with a fully-authorized FedRAMP solution on AWS public cloud
- **Boost internal and external collaboration:** Empower collaboration across agencies and departments with a flexible platform
- **Enrich citizen experiences:** Accelerate secure digital government services to boost citizen engagement and satisfaction
- **Reduce TCO:** Shift resources from application management to high-impact missions



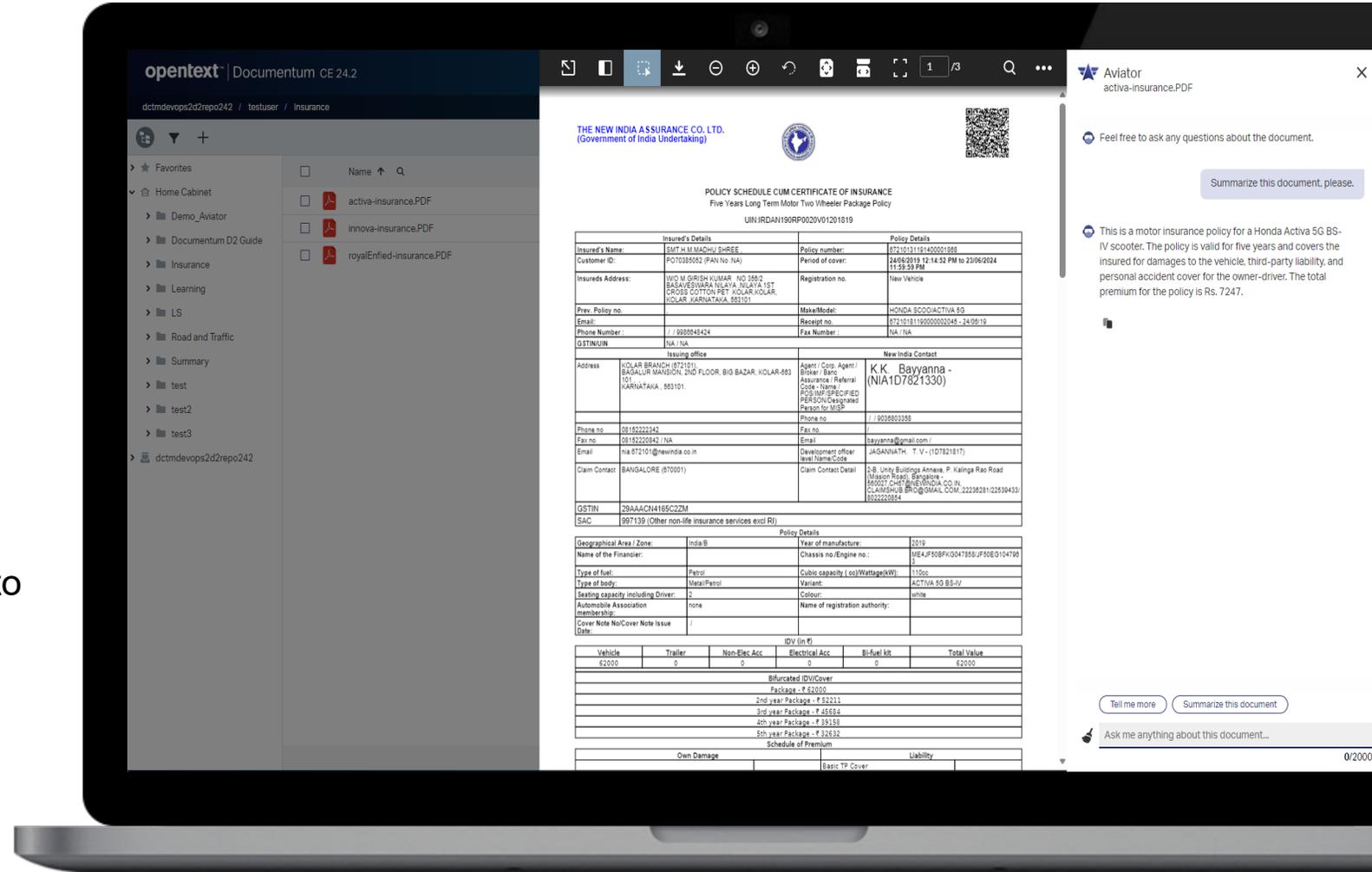
Work smarter with intelligent assistance

- **Quickly understand documents** and workspaces through automated analysis, summaries and translation.
- **Discover content faster** with an interactive chat interface.
- **Keep users focused** with content relevant to their tasks, roles and permissions.
- **Control chaos** and get the best answers leveraging foundational information management.



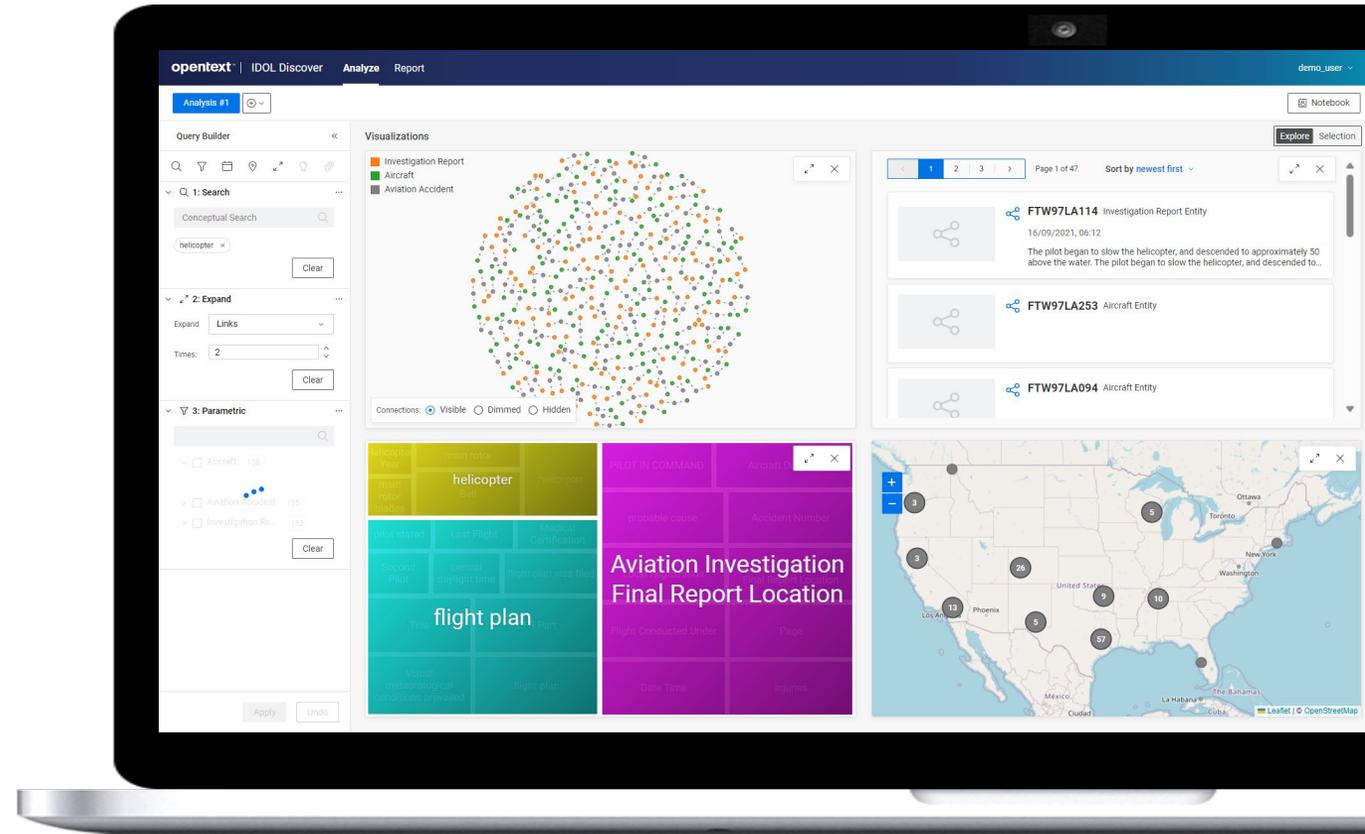
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Elevate investigative analytics and derive deeper insights

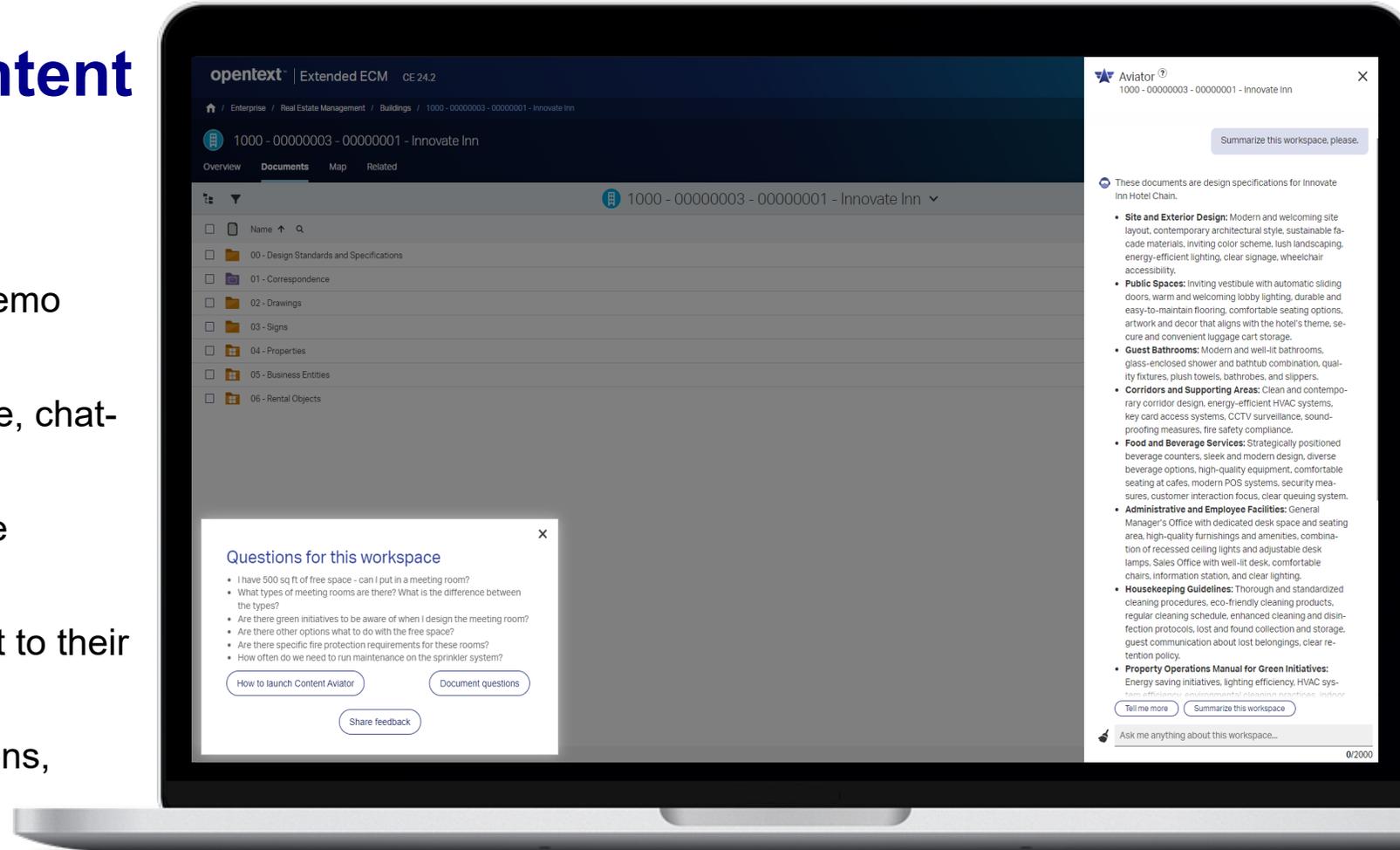
- **Collaborative analytics**, across all content, teams, and projects.
- **Report and export securely**, document level security with data delivery tracked
- **Streamline workflows**, reach actionable insights quicker.



Try generative AI for content management

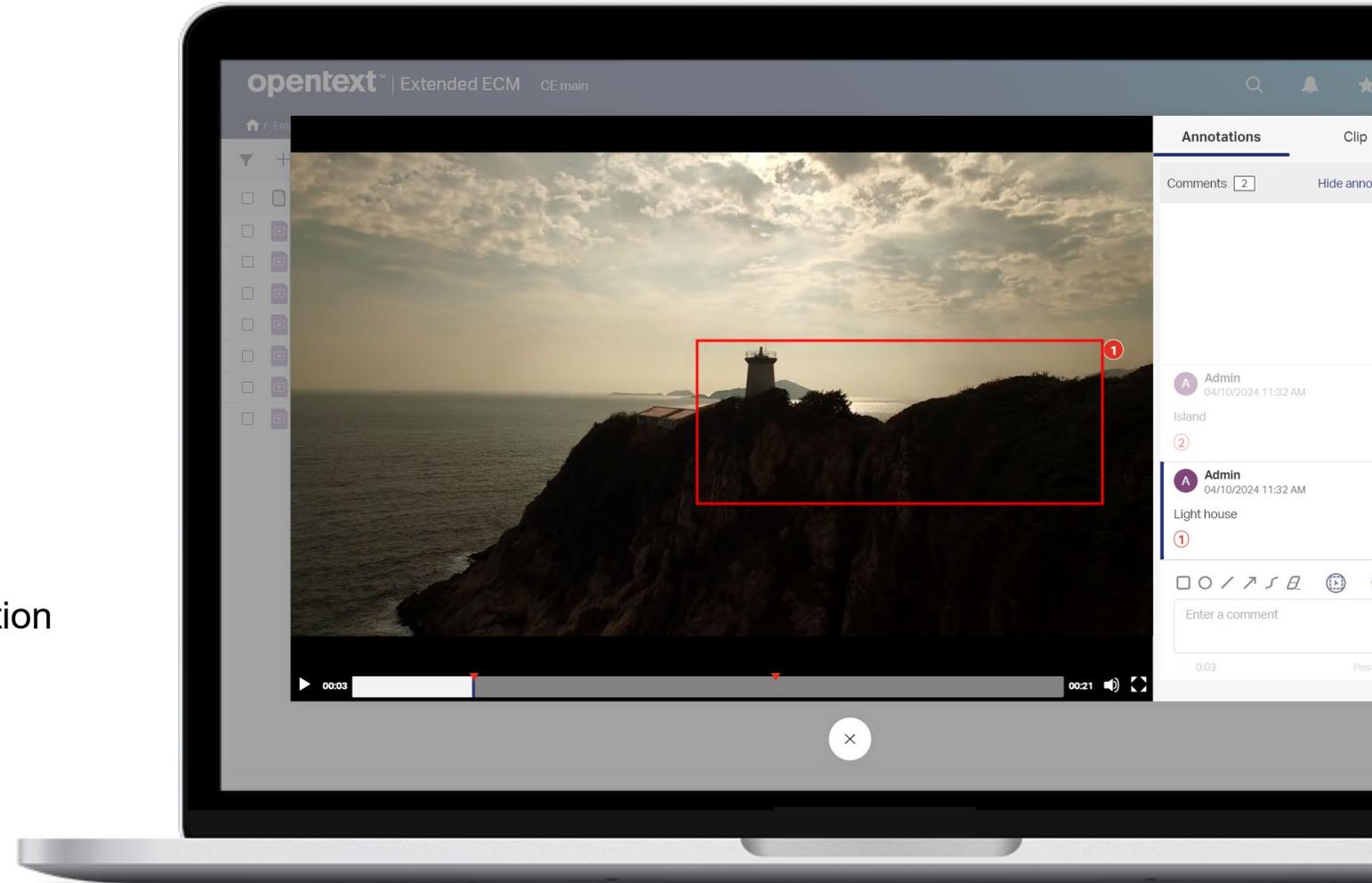
[Sign up](#) for a no-risk, self-paced interactive demo experience to see how to:

- **Get** immediate answers through interactive, chat-based search
- **Translate** and generate content in multiple languages
- **Keep** users focused with answers relevant to their tasks, roles, and permissions
- **Safeguard** data with embedded permissions, compliance, and security



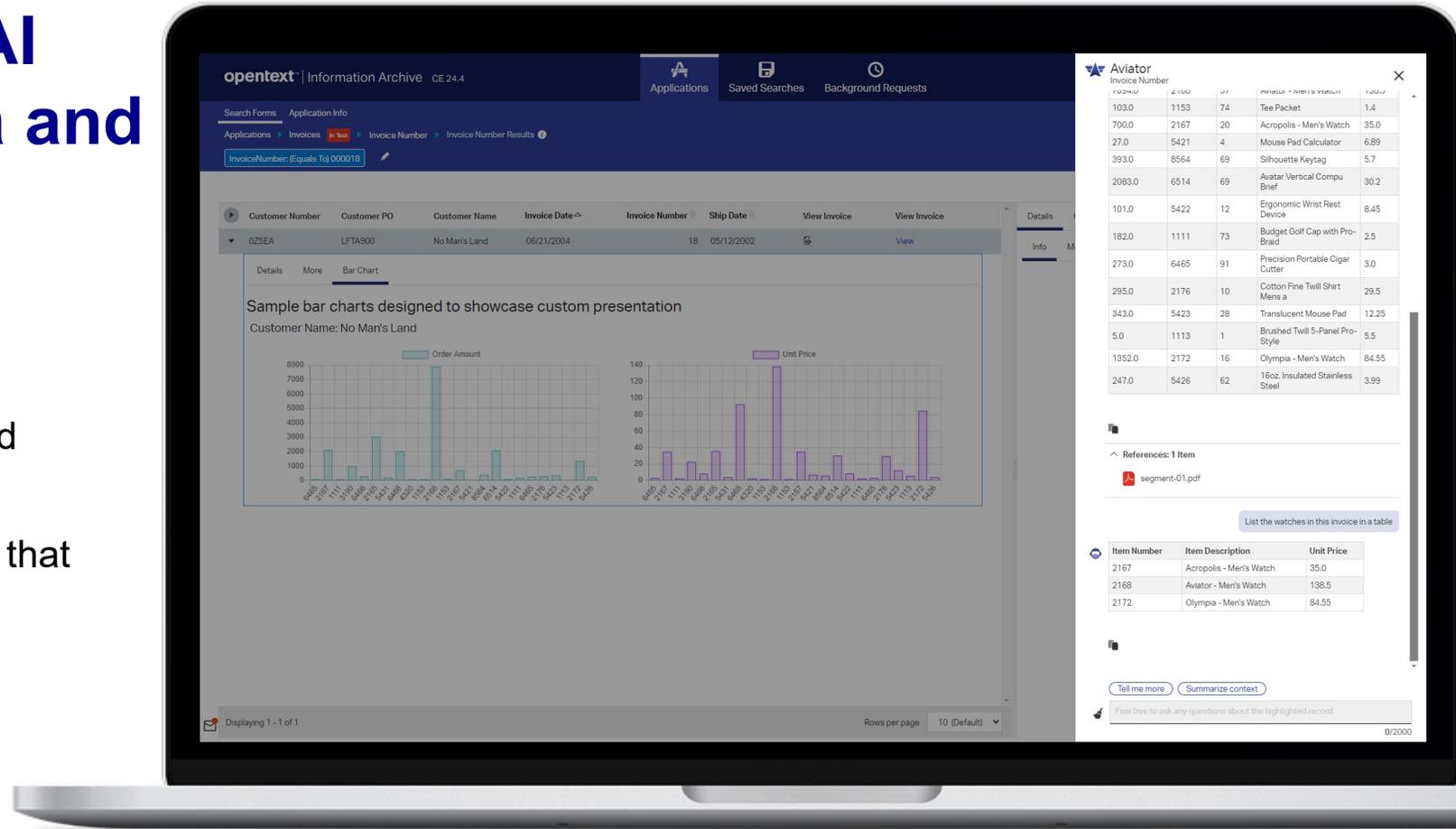
Improve decision-making with integrated media management

- **Streamline** video conversion and streaming
- **Deliver** high-quality video streaming at scale
- **Enhance** collaboration with annotation tools
- **Simplify** sharing with quick and easy clip creation



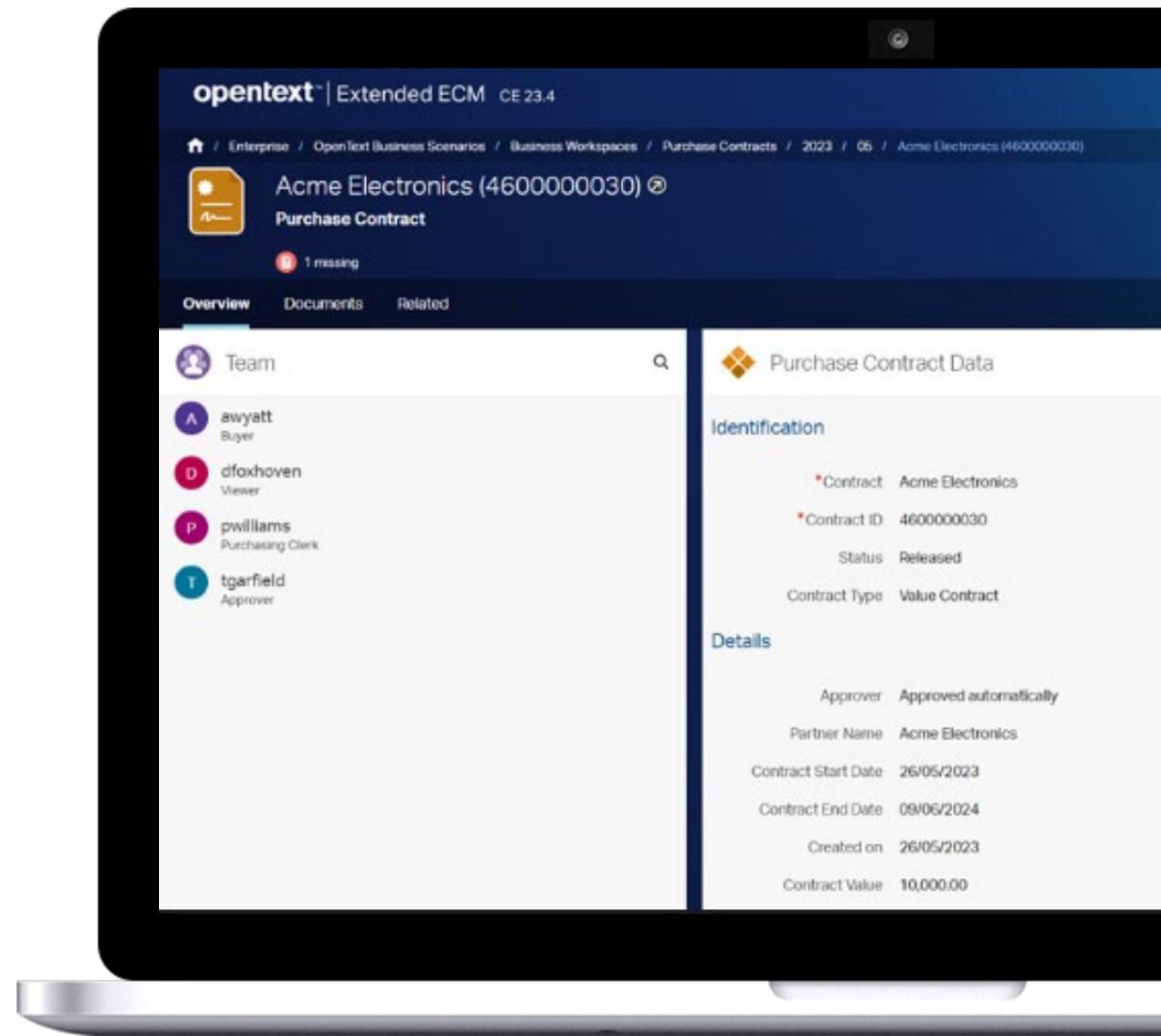
Work smarter with GenAI insights on archive data and content

- **Summarize** and extract quick facts from unfamiliar, archived data and content
- **Analyze** data with AI-generated tables and charts
- **Safeguard** sensitive data by using GenAI that respects organizational security



OpenText Content Management earns Protected B certification from the Government of Canada

- Cloud security is **no longer an inhibitor** for government organizations to adopt OpenText Content Management (Extended ECM) in the AWS public cloud
- **Modernize** citizen-facing services such as grants, benefits and license/permitting with automated workflows
- **Boost** internal & external collaboration with comprehensive case management and compliant records management



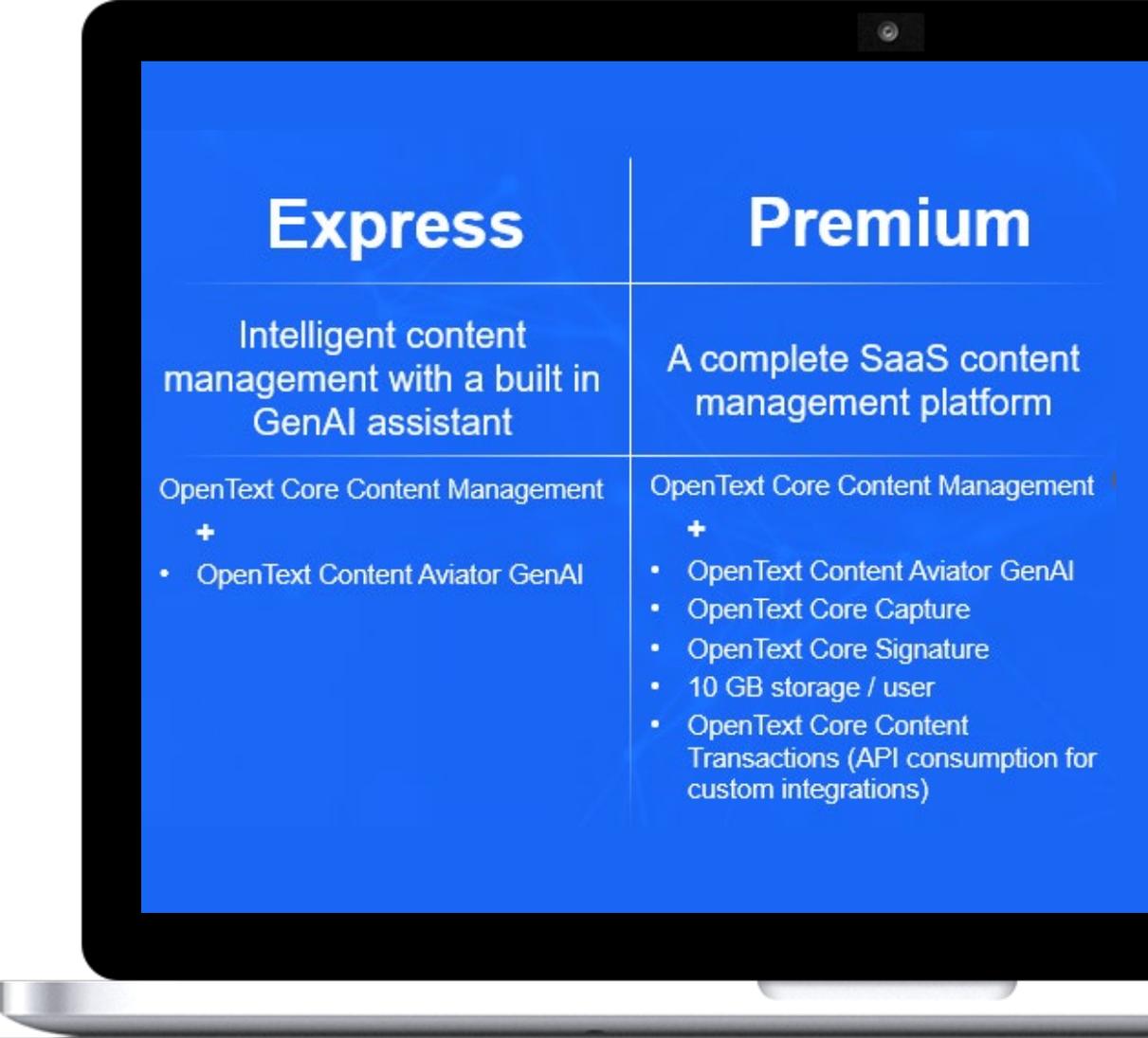
Enhance your video and audio capabilities with new Media Add-on features

- **Leverage an improved video player** with new controls for zoom level, playback speed, skipping ahead/back 30 seconds and more
- **Expand your media capabilities with audio support**
 - Convert audio files to a streaming copy
 - Annotate audio files to enhance collaboration
 - Clip audio files for easy and convenient sharing



Speed GenAI adoption and simplify moving to the cloud with new OpenText Core Content Management plans

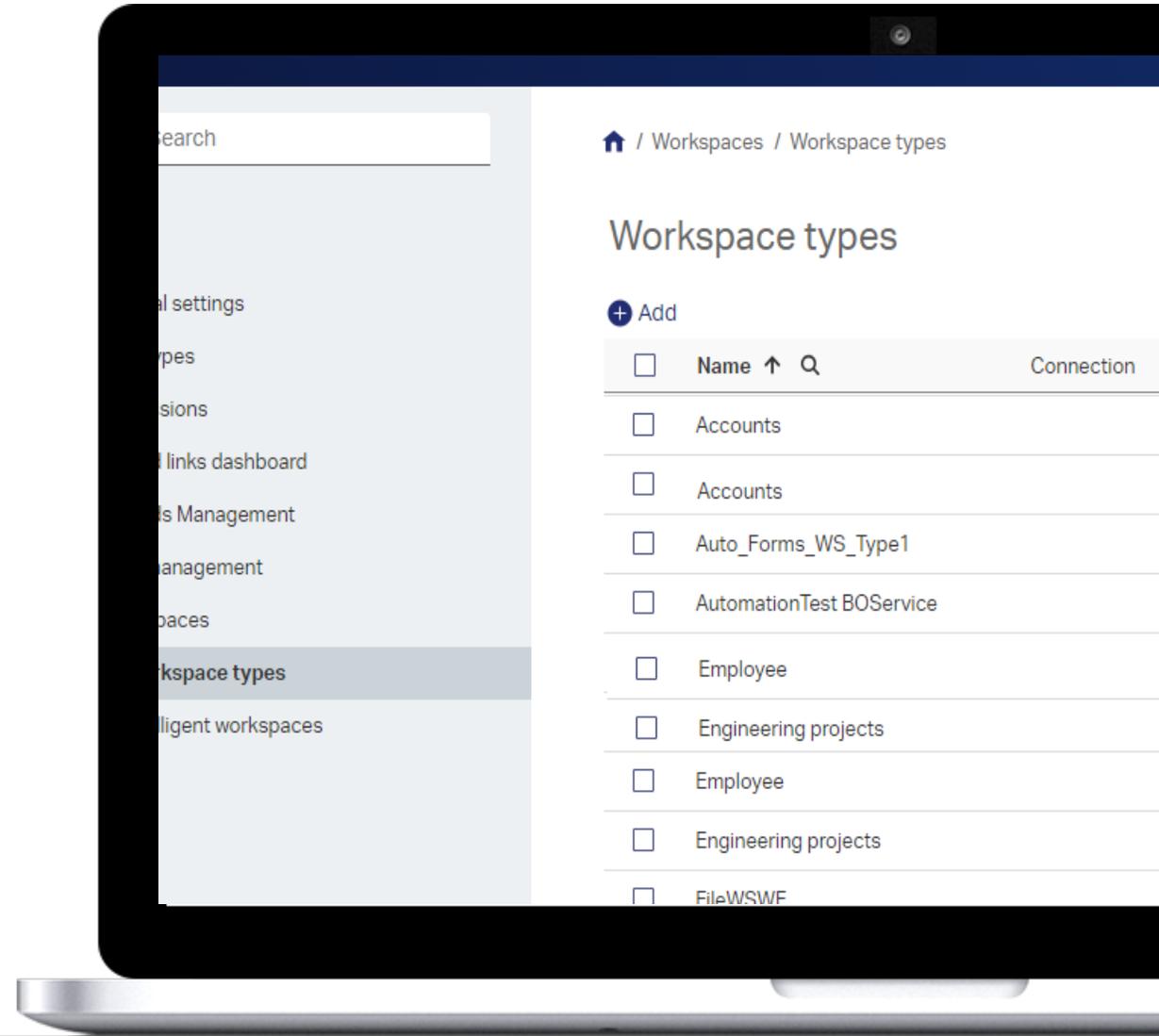
- **OpenText Content Aviator included out-of-the-box at no additional cost** in both Express and Premium plans for a complete intelligent content management solution
- **Deliver a complete SaaS content management platform:** Premium plan combines AI-powered SaaS content management with digital capture and signature to manage business processes end-to-end



Express	Premium
Intelligent content management with a built in GenAI assistant	A complete SaaS content management platform
OpenText Core Content Management + • OpenText Content Aviator GenAI	OpenText Core Content Management + • OpenText Content Aviator GenAI • OpenText Core Capture • OpenText Core Signature • 10 GB storage / user • OpenText Core Content Transactions (API consumption for custom integrations)

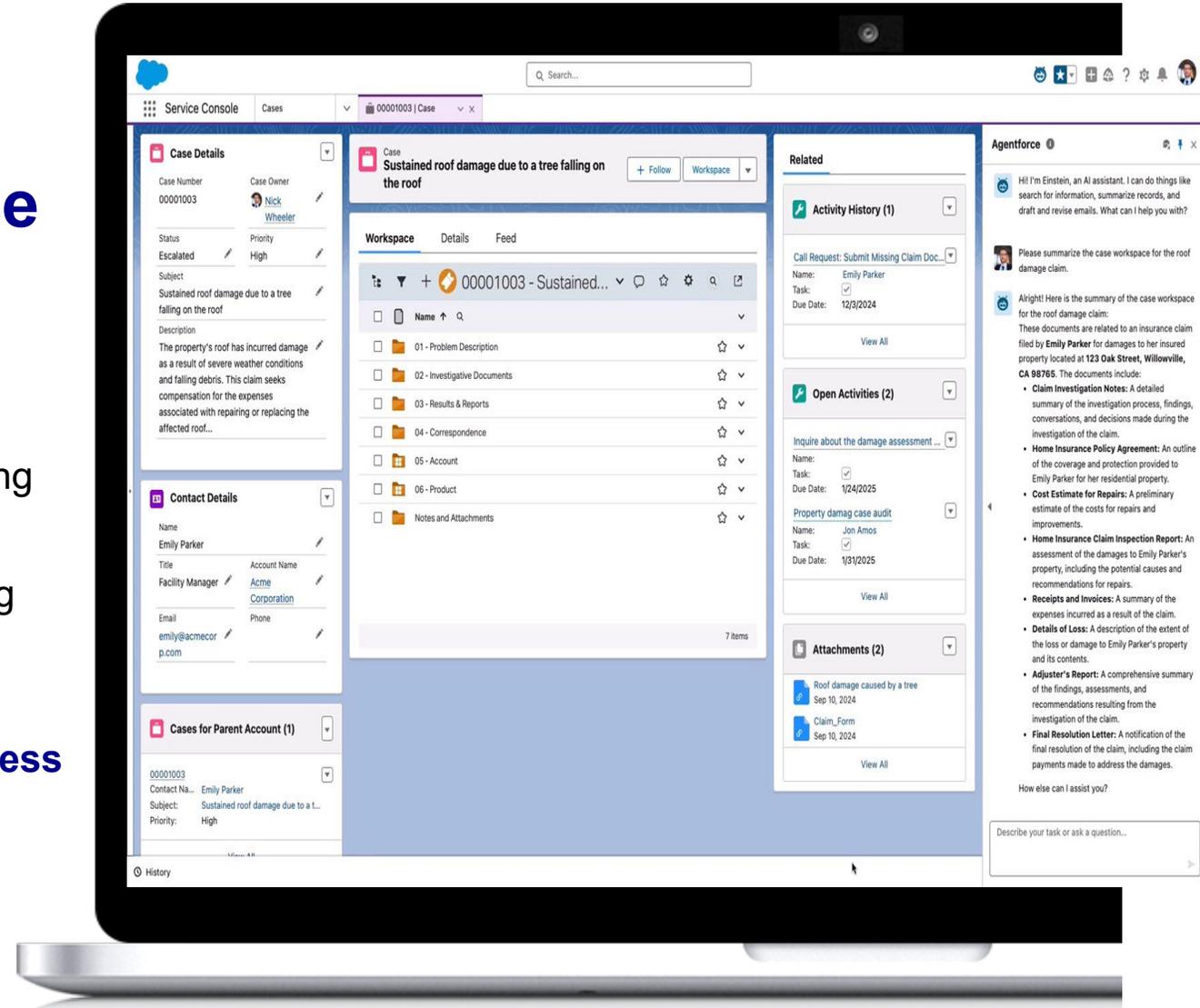
Tailor OpenText Core Content Management to common use cases with business scenarios

- **Speed time to value and simplify deployment:** Reduce the time required to configure OpenText Core Content Management for customer use cases
- **6 predefined configurations now available out of the box,** including:
 - Sales
 - Team collaboration
 - Project management
 - Product management
 - HR
 - Customer service



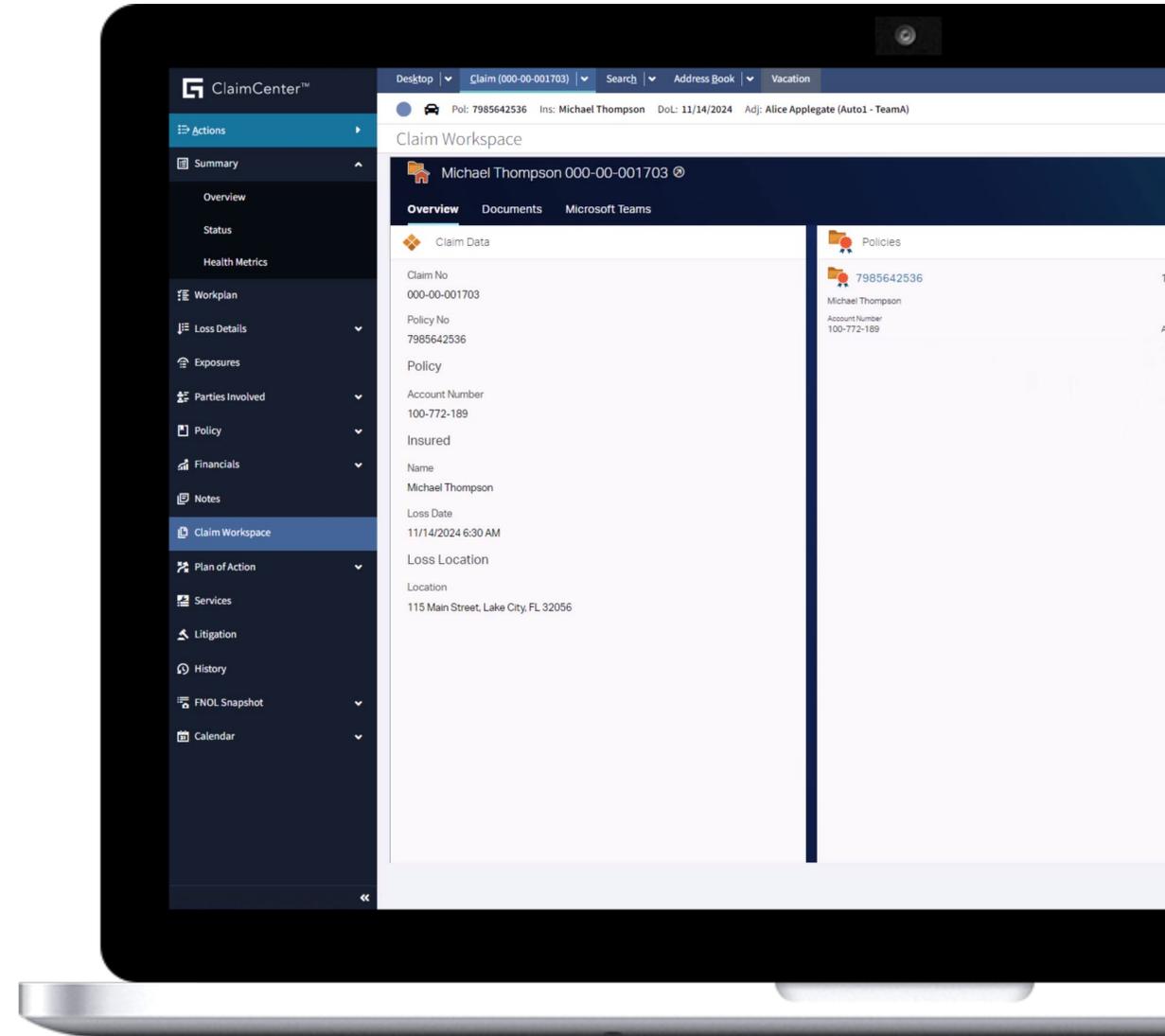
Turn AI-driven insights into meaningful actions for Salesforce Agentforce

- Enables users to discover, summarize, and translate documents directly within Salesforce Agentforce, eliminating the need to switch applications
- Delivers actionable insights within Agentforce, allowing users to create Salesforce records directly from Aviator content while staying in Salesforce
- Empowers sales, service, and business teams with seamless access to relevant content, all within Agentforce



Put content in context for claims management and policy administration in Guidewire

- **Provide a 360-degree view for claim adjustors, underwriters and more** with direct access to all relevant content and data without leaving Guidewire PolicyCenter or ClaimCenter
- **Ensure a single source of truth for claim and policy documentation** and surface it across multiple systems including Salesforce, Microsoft 365 and SAP
- **Gain deeper content insights and supercharge productivity** by using an AI content assistant to summarize polices and claims, create correspondence and more



Expanded hyperscaler availability for OpenText Content Aviator customers

- **Deliver an intelligent assistant** to a broader base of customers
- **Engage leading GenAI models**, now available on the latest foundation model: **Amazon Nova**
- **Optimize** your cloud strategy with **AI content management** on **Amazon Web Services**, taking advantage of existing AWS contract commitments



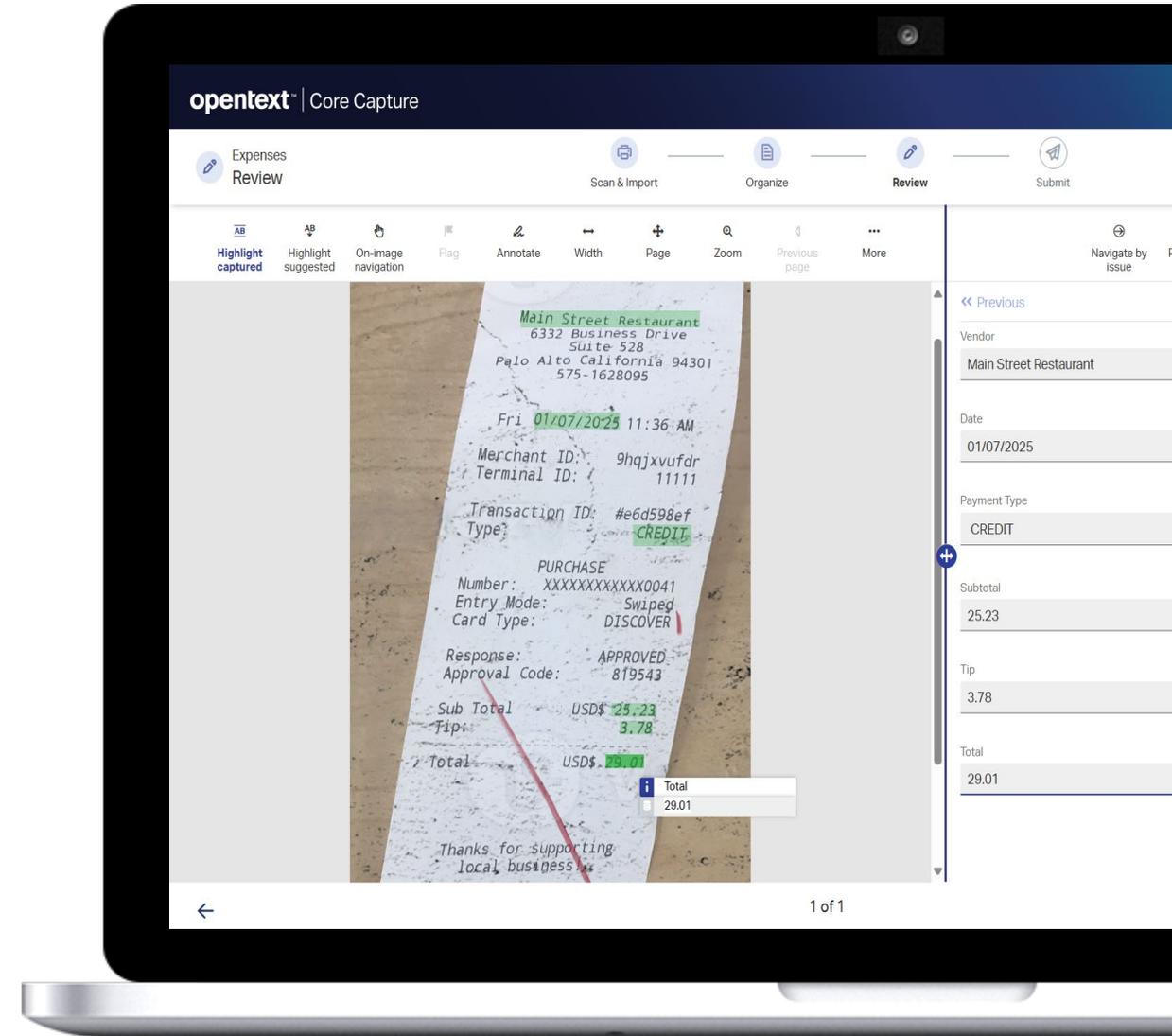
Simplify cloud transformation with OpenText Capture in the OpenText Private Cloud

- **Gain** all the benefits of cloud – agility, scalability, and cost savings
- **Customize and control** software upgrade timing in a single-tenant environment
- **Comply** with global, local, and industry-specific regulations
- **Eliminate** IT burden with support of expert managed services to run your applications and infrastructure



Evolve recognition to extract actionable data from complex backgrounds and mobile images

- **Improve accuracy** for mobile-captured images and documents with complex / colorful backgrounds
- **Reduce manual validation** and empower continuous machine learning with the additional extracted data



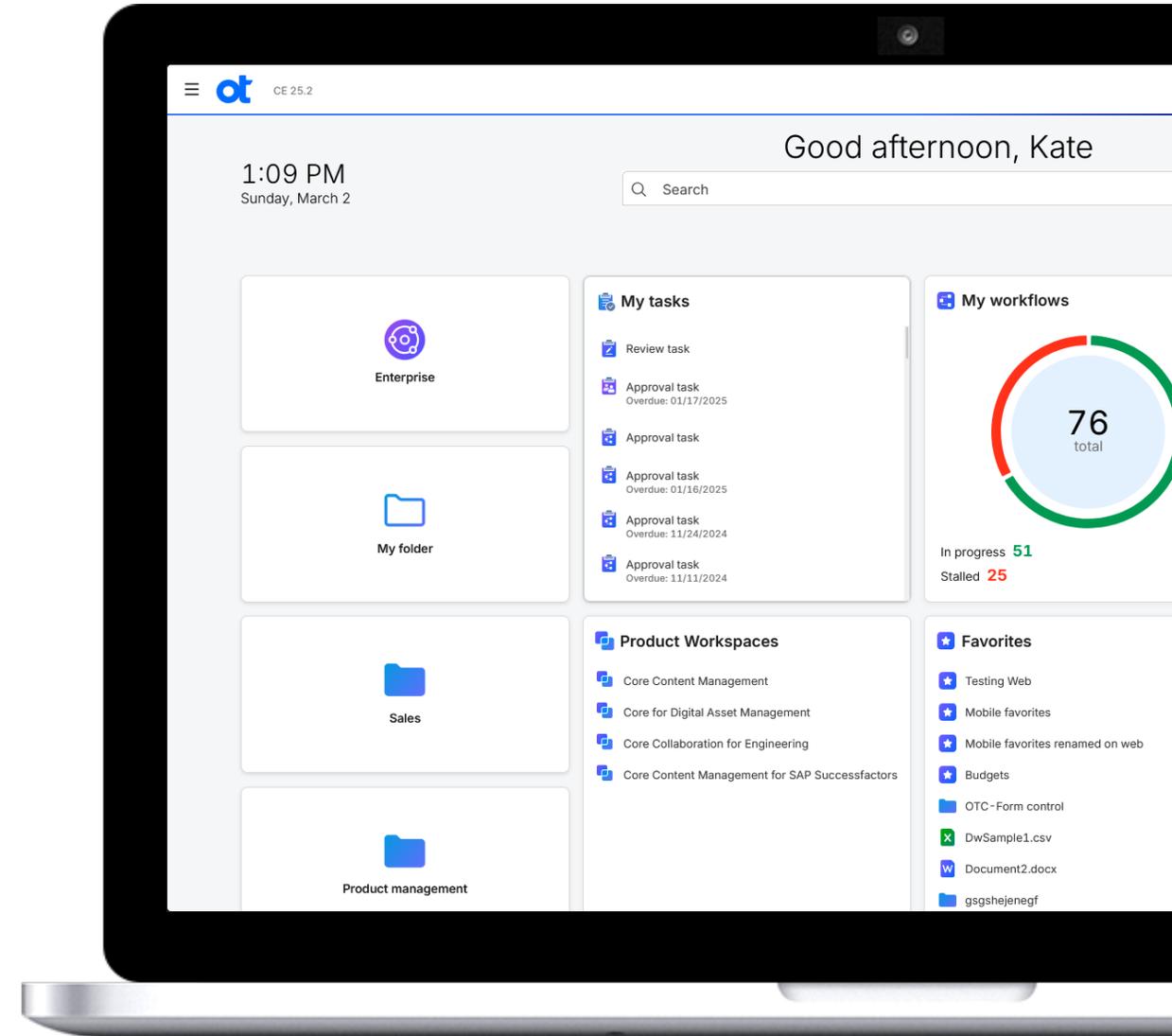
OpenText Knowledge Discovery available in OpenText Private Cloud

- **Eliminate complex installations** with a managed Service offering within OpenText Private Cloud for Knowledge Discovery
- **Simplify cloud adoption** with better granularity in both initial sizing and scalability
- **Deliver knowledge management in the cloud.** A complete solution for cloud-based AI-powered intelligence across your enterprise content and rich media



New JATO UX delivers an enhanced user experience

- **Simplify navigation** with refreshed, modern user interfaces
- **Preview JATO UX** in the OpenText Core Content Management and OpenText Core for SuccessFactors end-user UI
- **Tailor UX to customer preferences:** Select light or dark mode, with additional themes to come



Deploy OpenText Content Aviator off-cloud for ultimate control over sovereignty, privacy, and cost

- **Take control of your AI stack**—Deploy and manage OpenText Content Aviator GenAI fully off-cloud to meet strict data residency and sovereignty requirements.
- **Unlock the power of Aviator Model Services**— Deploy a secure off-cloud large language model.
- **Exceed compliance standards**—Meet the most rigorous physical security and cybersecurity requirements with deployment options purpose-built for regulated industries.



Power your AI strategy with OpenText Content Aviator on Microsoft Azure and OpenAI

- **Harness frontier AI**—Combine OpenText Content Aviator with OpenAI’s latest models for powerful insights and automation. GenAI
- **Deploy with confidence**—Run OpenText Content Management with OpenText Content Aviator natively on Microsoft Azure.
- **Maximize investments**—Extend your Microsoft Azure contract commitments with AI-powered content management.

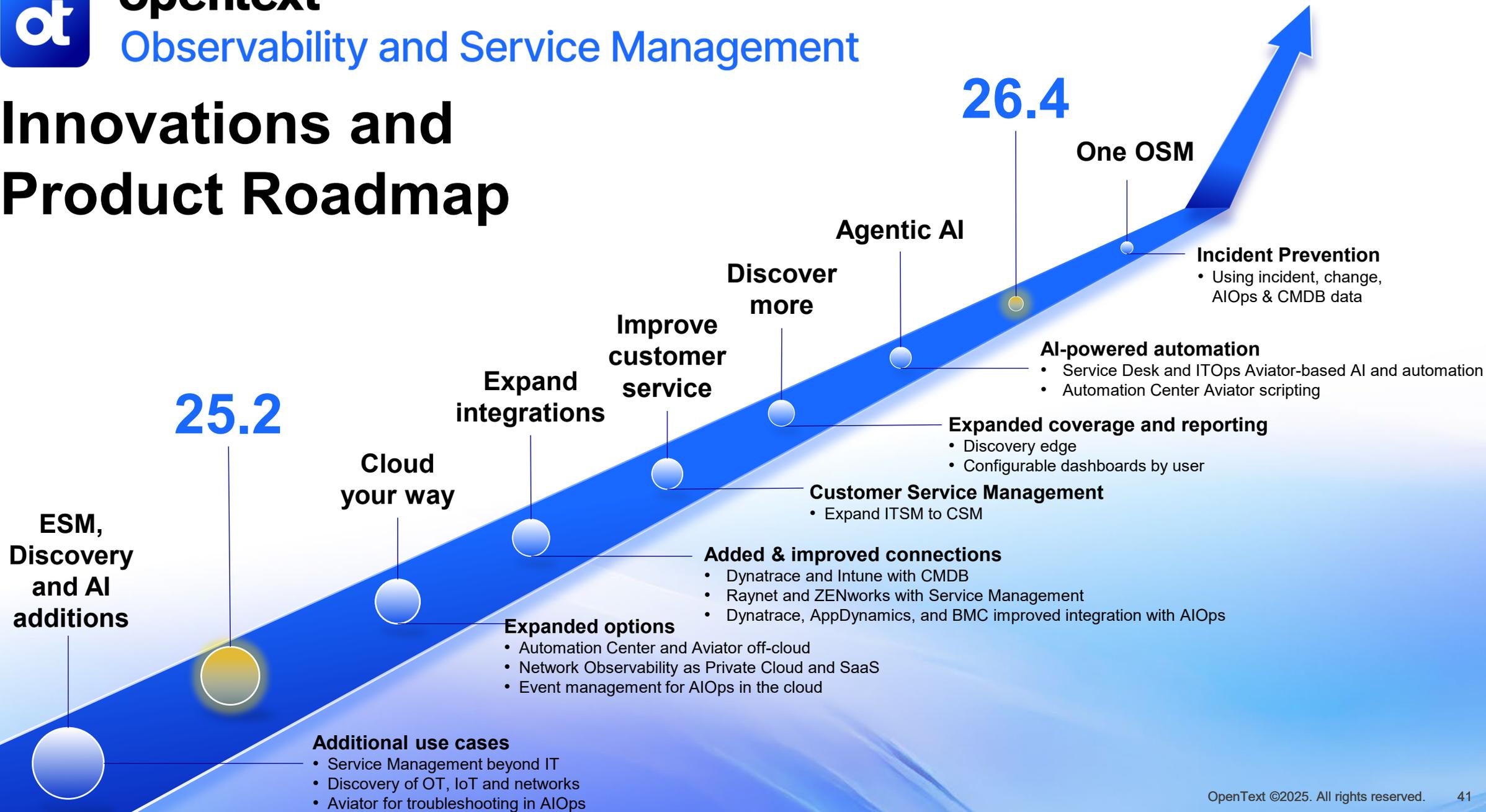




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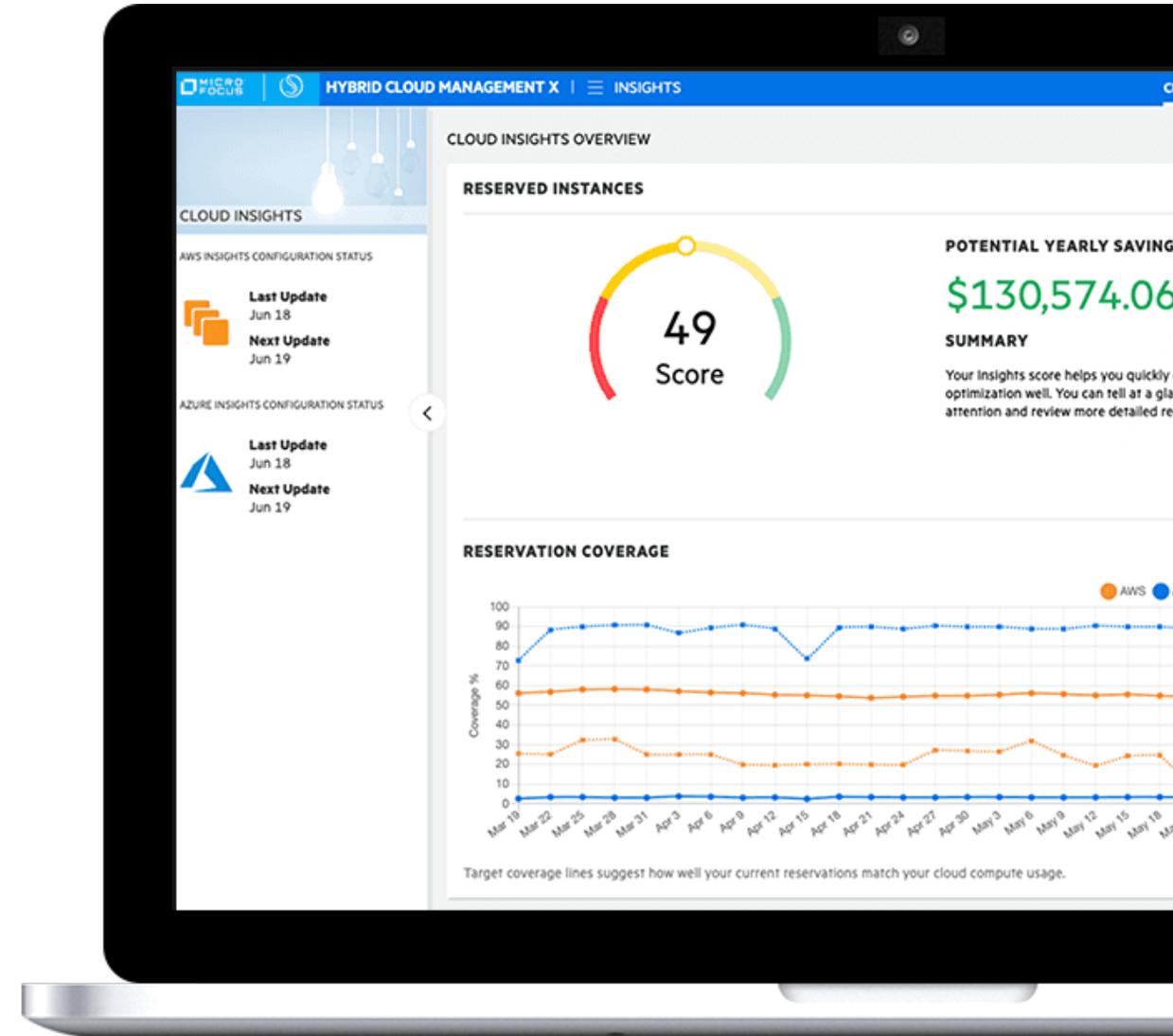
Observability and Service Management

Innovations and Product Roadmap



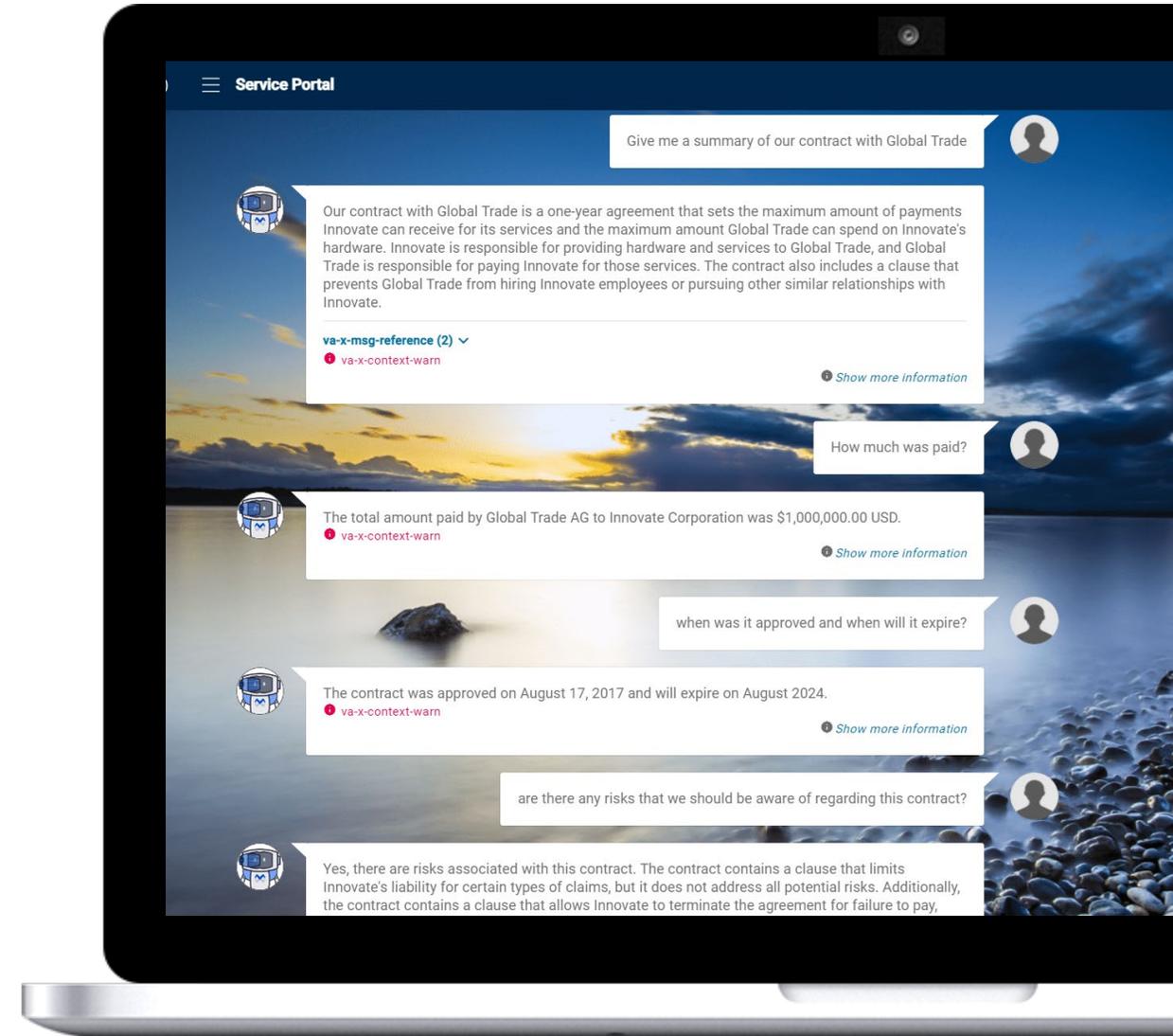
Reduce overall cloud spend

- **Monitor cloud spend** with granularity
- **Gather powerful insights** for optimizing the usage of clouds
- **Put cloud spend guardrails** around teams that provision cloud resources (e.g., Developers) to prevent overspending
- **Tame mismanaged accounts** with real-time budget governance and ML/AI-based insights



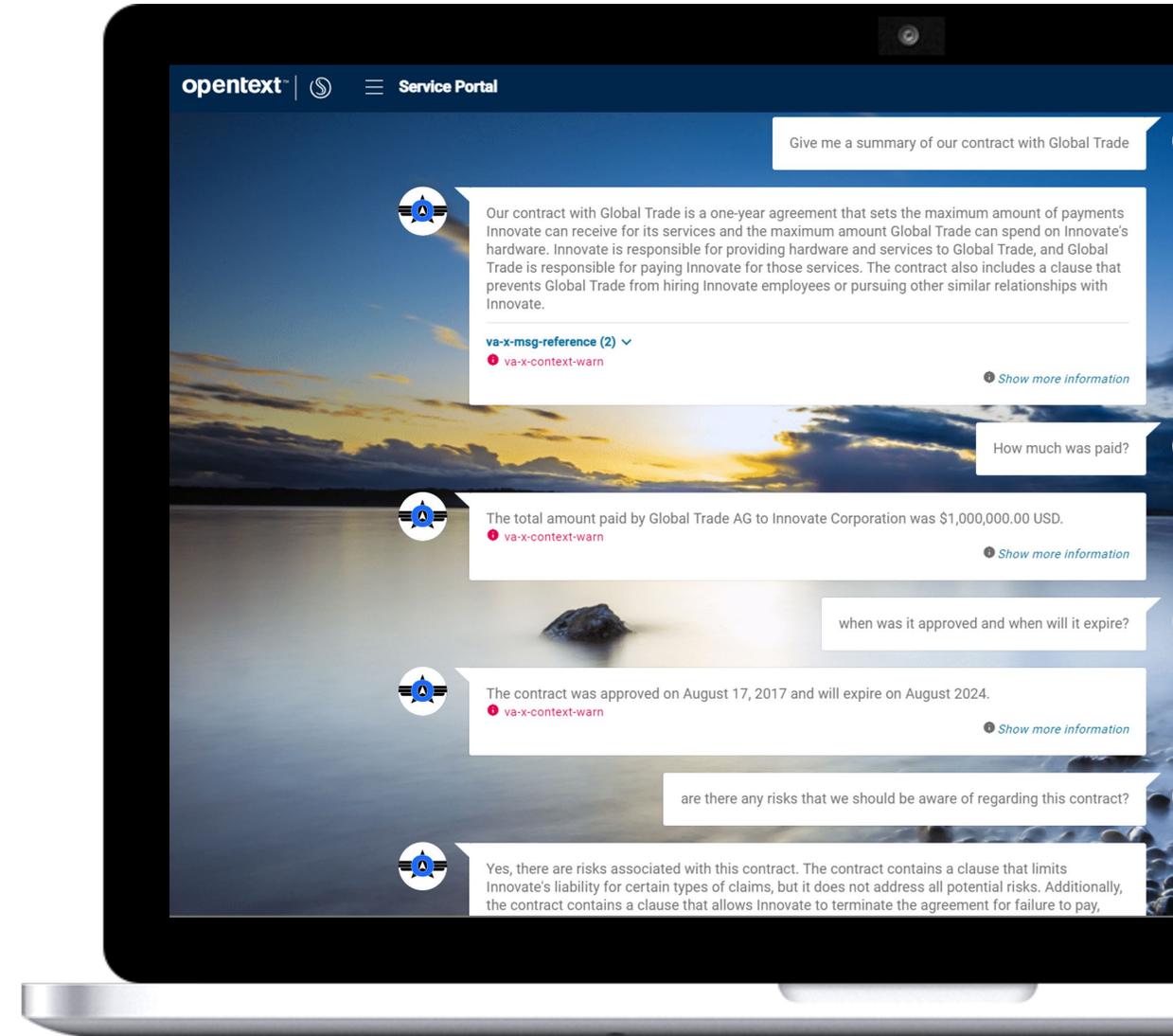
Eliminate service desk costs and upgrade user experiences with an OpenAI API and private LLM virtual agent

- **Stay secure with a private LLM:** Keep confidential and intellectual property securely inside your own network
- **Reduce costs:** Reduce the burden on, and need for, tier 1 service desk agents and automate smart routing of tier 2 escalations
- **Impress users with contextual conversations:** Engage them with natural language through generative AI chatbots
- **Resolve issues faster:** Smart search provides incident resolution steps and automation fulfills requests



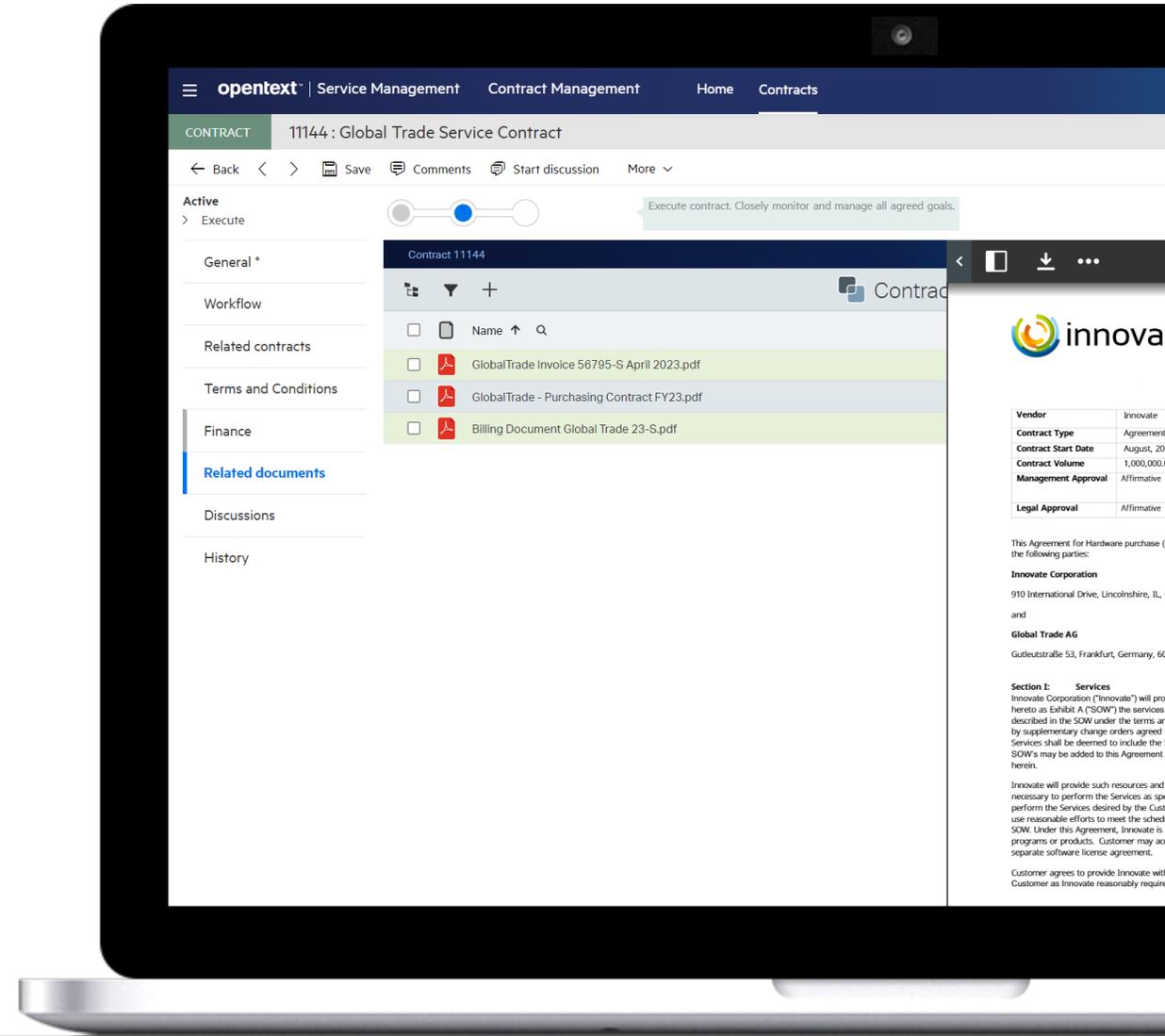
Reduce service desk costs and elevate user experiences with a private LLM virtual assistant

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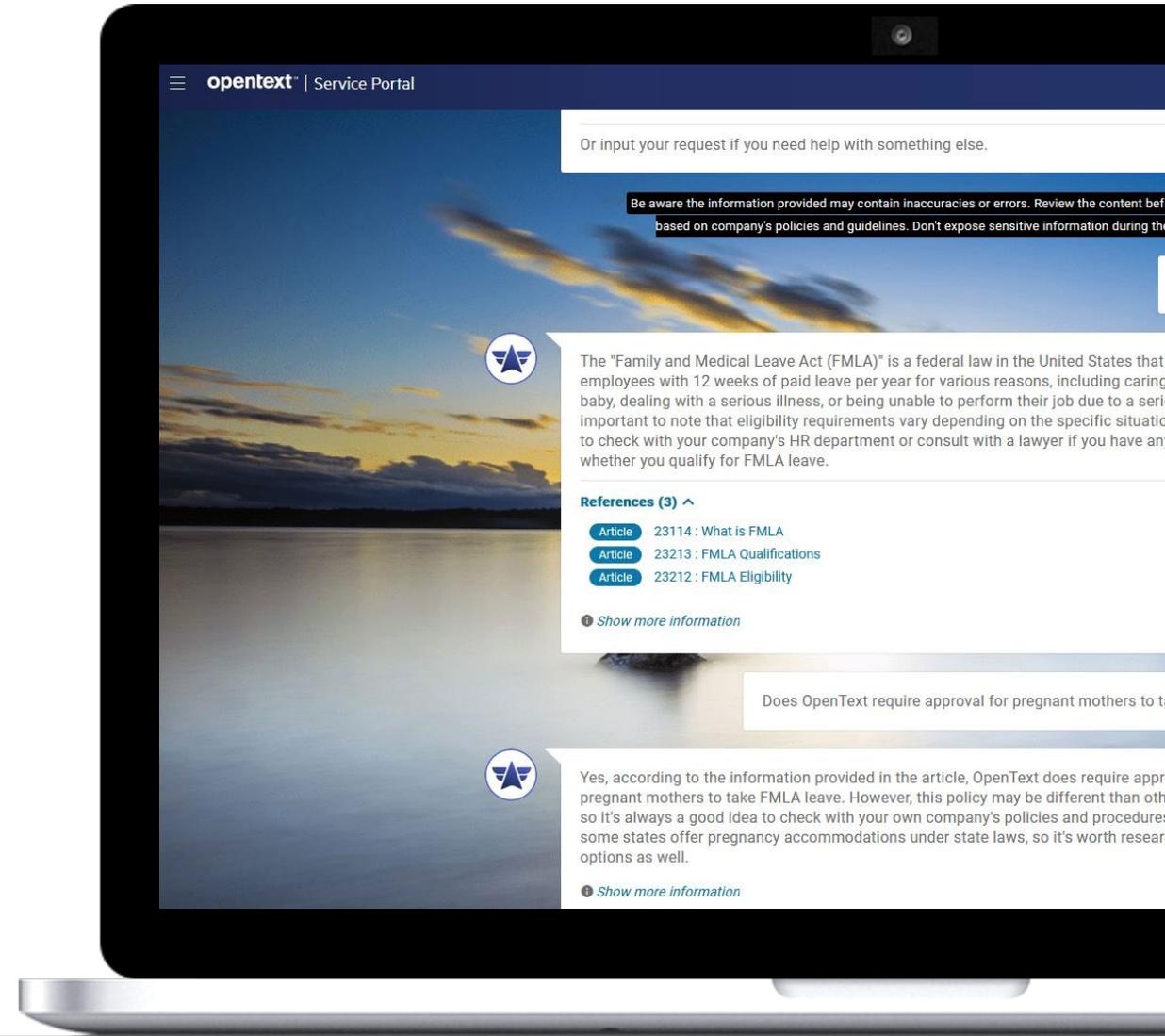
OpenText Service Management (SMAX) now integrates with OpenText™ Core Content Management to empower service agents with relevant, easy-to-access business data

- **Save service agent time** by reducing their need to switch between applications.
- **Improve service delivery** by empowering service agents with an easy, compliant way to access and manage business data.
- **Safeguard business data** in a secure, compliant central repository.



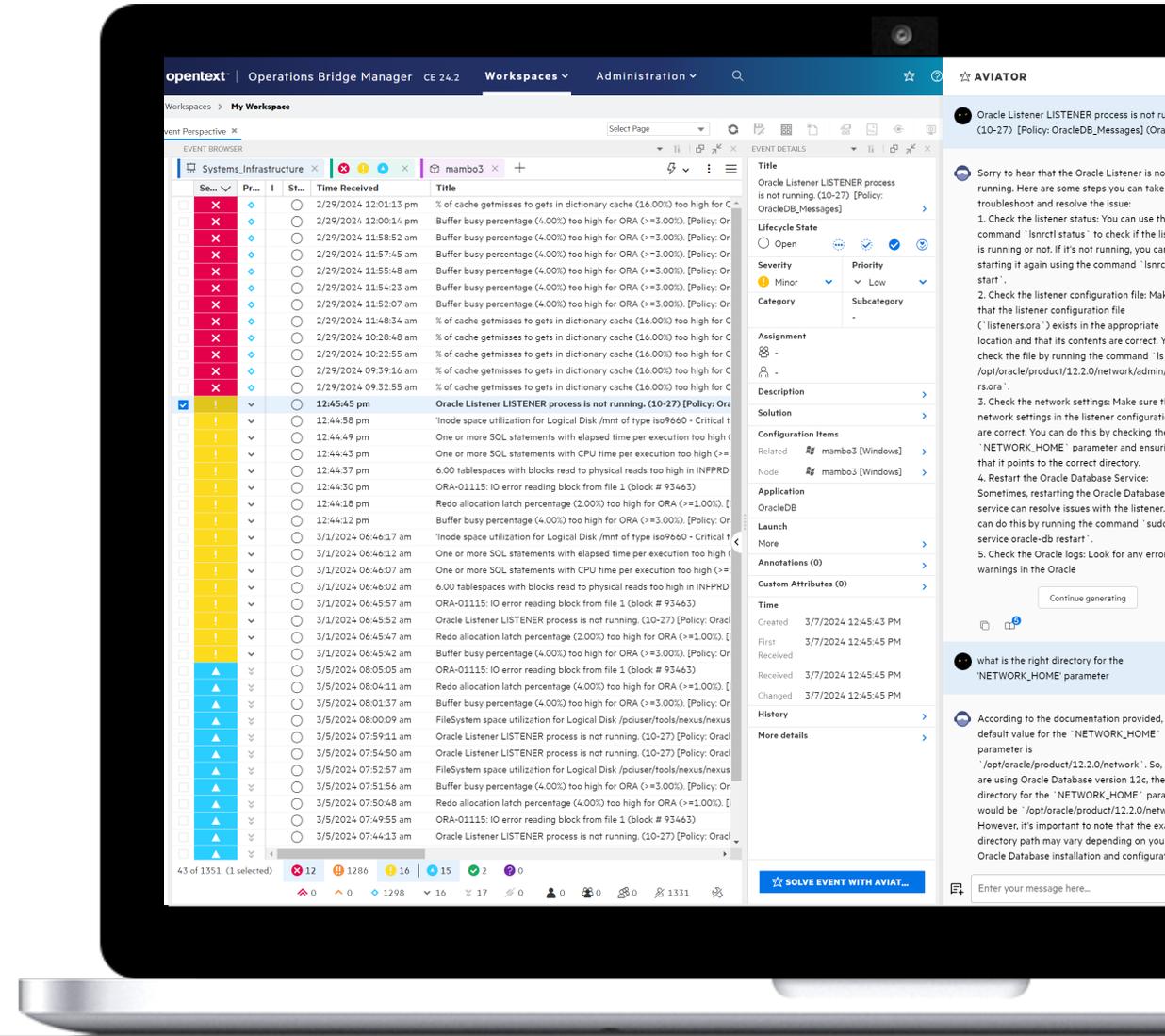
Cloud (SaaS) and off-cloud OpenText Service Management (SMAX) customers can elevate user experiences and cut support costs with OpenText™ IT Operations Aviator

- **Elevate user experiences.** Empower users to resolve common support requests with the help of private generative AI chatbots.
- **Cut support costs.** Free up overburdened agents by putting generative AI chatbots to work on Tier 1 support tasks.
- **Keep data private.** Use a generative AI service that runs on a private LLM, enforces access control, and has built-in safeguards to make sure responses to user questions are ethical and appropriate.



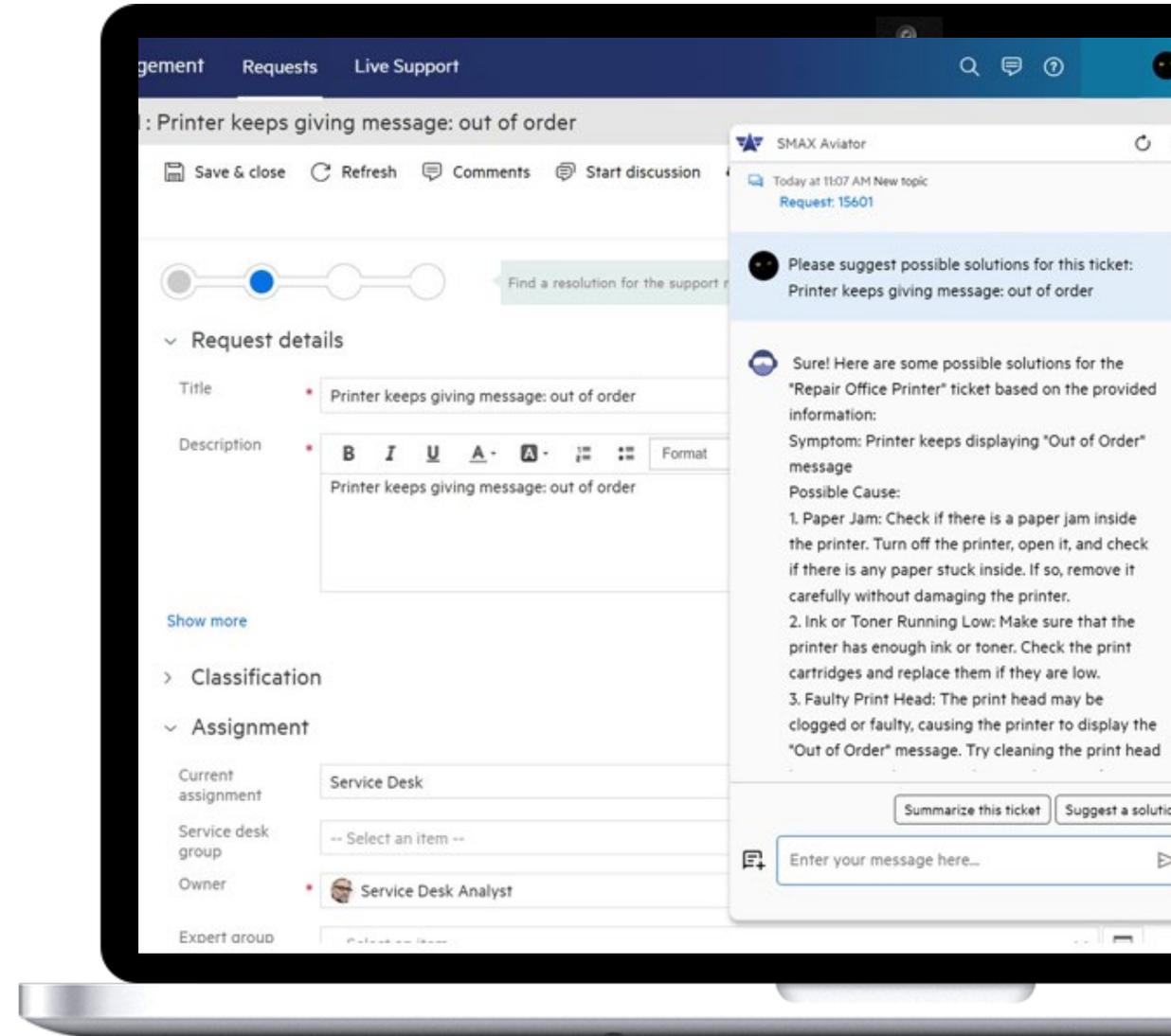
Turn junior admins into expert troubleshooters fast

- **Get instant insights fast:** Provide troubleshooters with instant information specifically about the problem they are working on from vendor documentation and your own knowledge base
- **Reduce resolution time:** Get a list of suggested steps to remediate the problem
- **Get started fast:** just turn on OpenText AI Operations Management Aviator plug-in
- **Stay secure with a private LLM:** Keep confidential and intellectual property securely inside your own network



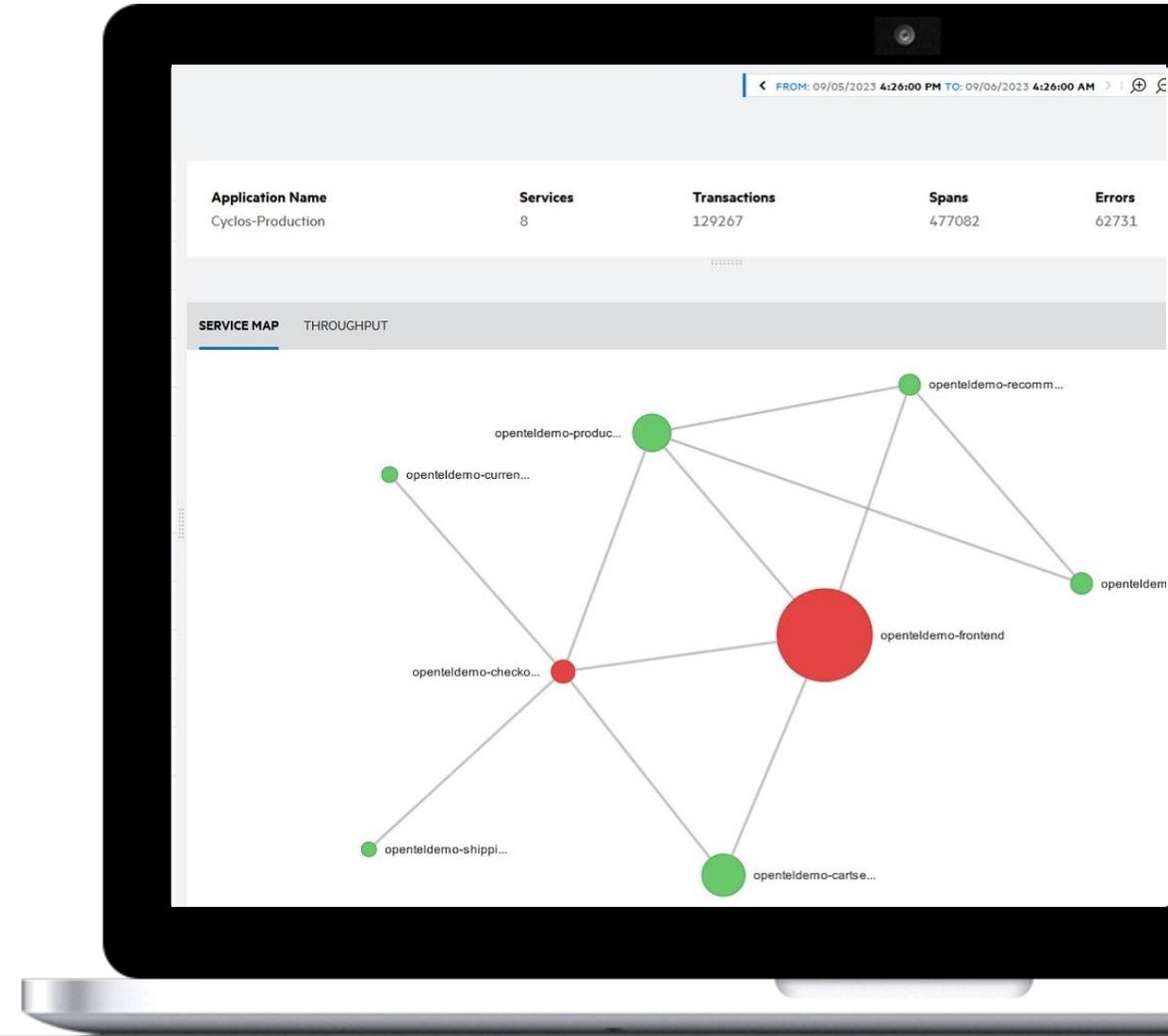
Boost service desk agent productivity with GenAI that suggests solutions

- **Expedite ticket handling.** Reduce time to fulfill requests by helping agents understand incoming tickets and find solutions with suggested responses.
- **Elevate user experiences.** Offer users superior support—whether GenAI self-service or agent-assisted—so that everyone can get back to work faster.



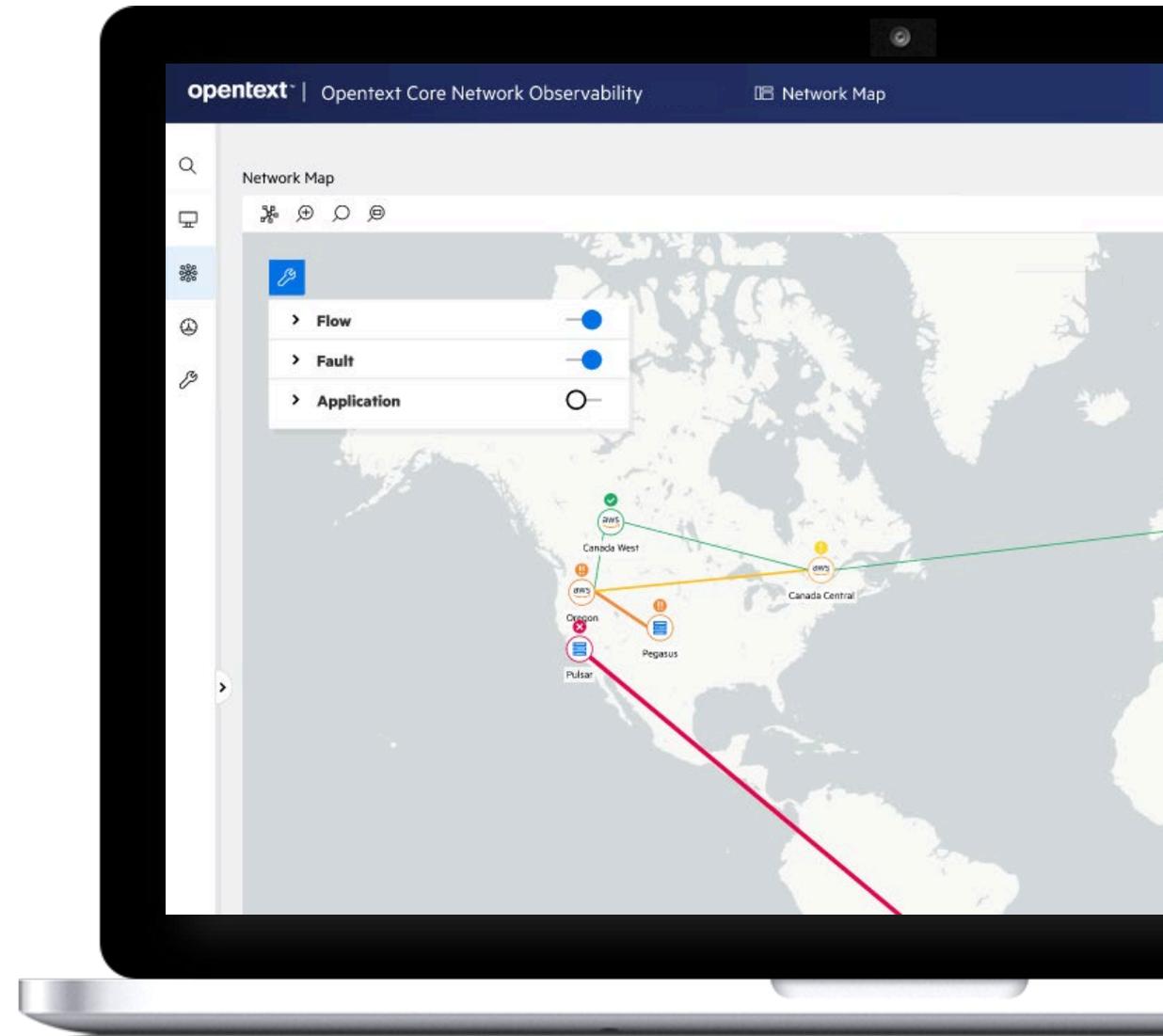
Cost-effective app observability with OpenTelemetry

- **Instrument once, analyze anywhere:** enable insights across apps using OpenTelemetry's portability, and avoid clunky and outdated proprietary instrumentation
- **Troubleshoot application issues faster:** quickly identify the golden signals at the code level and leverage guided workflows to assist junior SREs in isolating problems
- **Cost-effective observability:** an intuitive SaaS-based observability tool that won't break your budget like overpriced APM vendors



End-to-end observability from the datacenter to the cloud

- **Gain observability across infrastructure, networks, and applications** to illuminate the underlying nature of application performance issues beyond symptomatic events
- **Close gaps in observability with cost-effective** and intuitive SaaS-based observability tools that won't break your budget like overpriced APM vendors
- **New! Troubleshoot application connectivity issues faster** with OpenText Core Infrastructure Observability, delivering observability into public cloud networks and connections between datacenters and clouds



FedRAMP® Authorized, secure IT operations for U.S. federal agencies

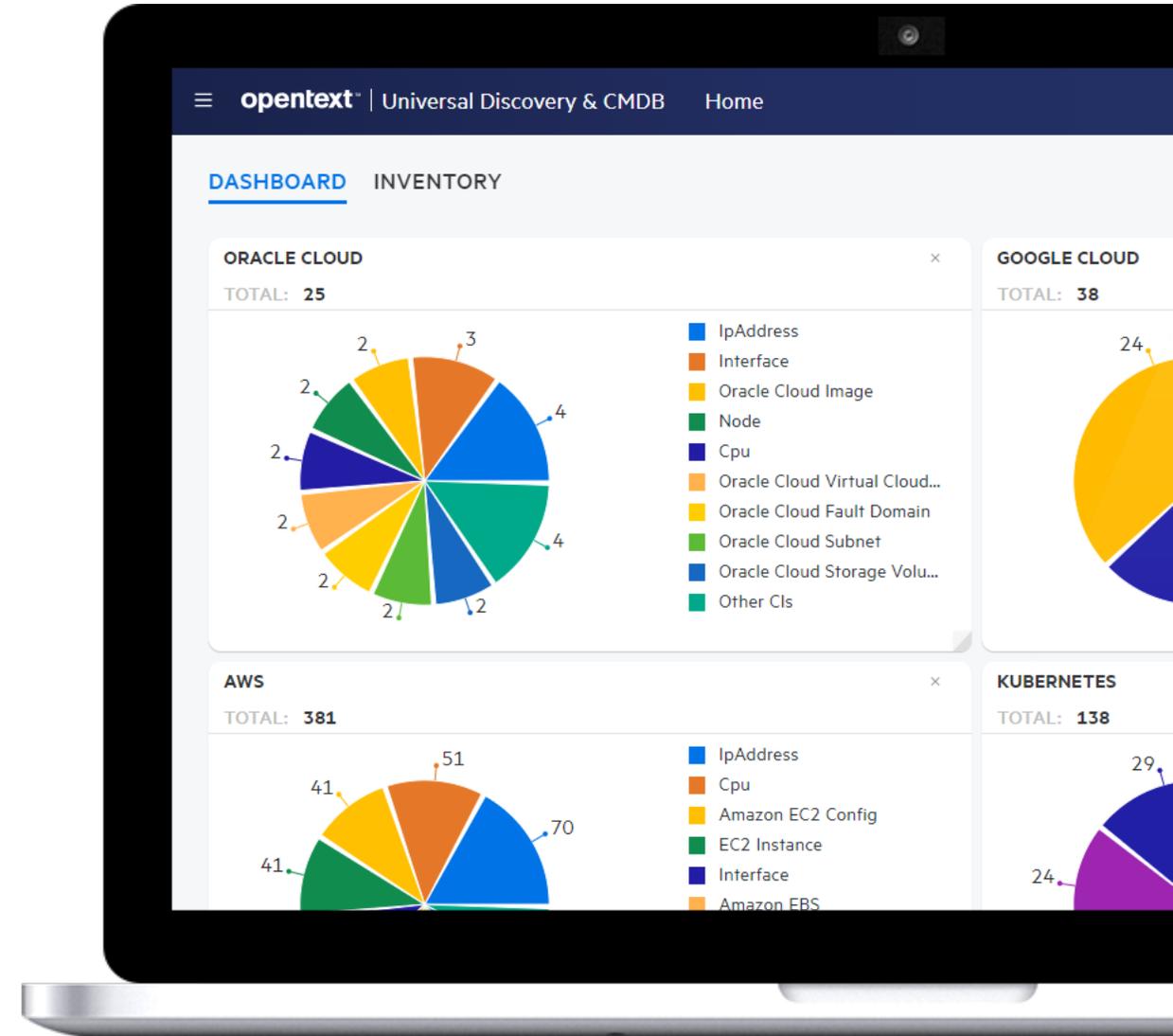
- **Deliver modern IT services** with codeless configs, ITIL best-practice templates, and AI-powered work options.
- **Maximize asset value on budget** by optimizing ROI of your software and hardware assets through their lifecycles.
- **Achieve true IT visibility** for faster resolutions and reduced change risk through accurate IT discovery
- **Drive agency value** through comprehensive strategic portfolio management and investment optimization, while ensuring projects are on time, in budget and satisfy goals.



Faster incident resolution with more complete discovery of network, OT and IoT devices

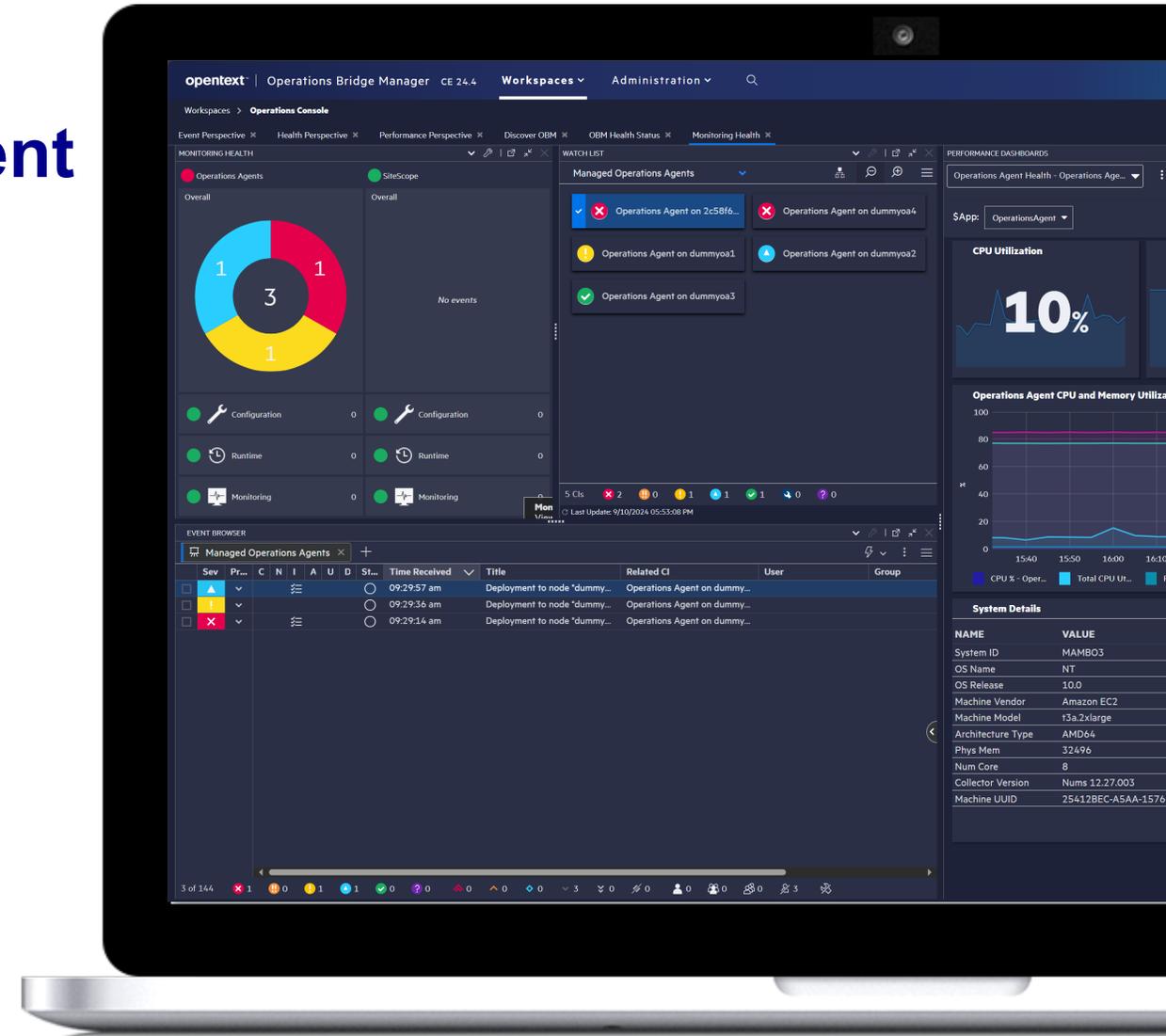
- Gain a deeper understanding of your networks with **Advanced Discovery of Network**. Use our spiral discovery to get more detailed configuration information and service mapping for network devices resulting in faster troubleshooting and incident resolution when the network is involved.
- **Increased visibility into operational technology** (OT) and Internet of Things (IoT) devices for a more complete single source of configuration truth for an organization.

Showing Customizable Dashboard of the Universal Discovery and CMDB (CMS) UI



Simplify event management with OpenText AI Operations Management Express - Private Cloud

- **Eliminate maintenance and upgrade hassles**
Offload OBM maintenance and upgrades to take advantage of regular innovations and explore the full OBM feature set.
- **Retain your customizations and data privacy**
Single-tenant private cloud ensures privacy while supporting your unique configurations.
- **Implement quickly with reduced costs**
Fast deployment with entry-level pricing
- **Remain current with the latest releases**
Access new features and premium capabilities in a development environment.



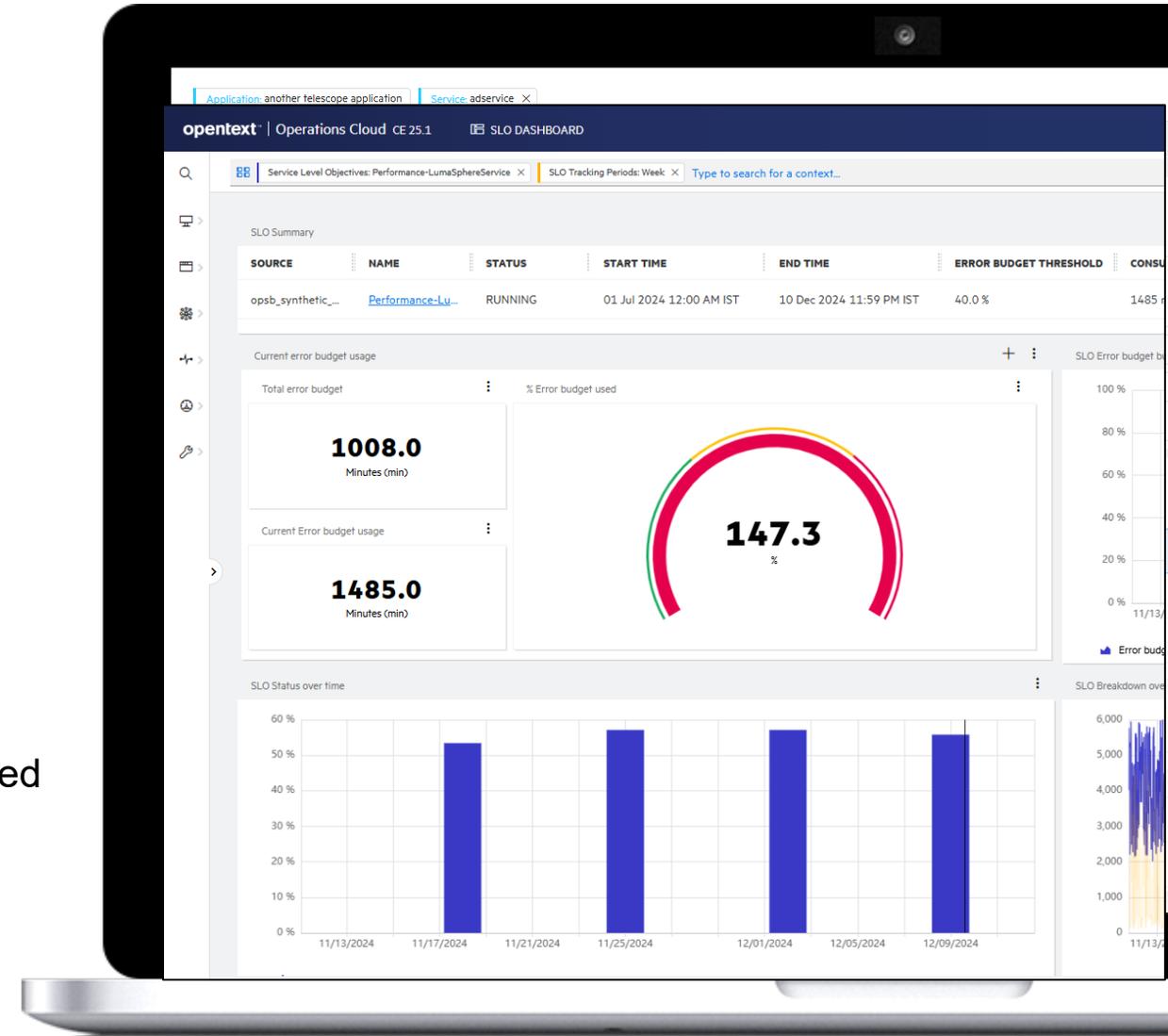
Improve application reliability with correlated logs and service level management

Log management

- **Faster access to relevant data** in context of your application / service.
- **Quickly identify important messages:** Utilize search, alerting and in the future anomaly algorithms to identify the key messages relevant inside the large amount of log messages

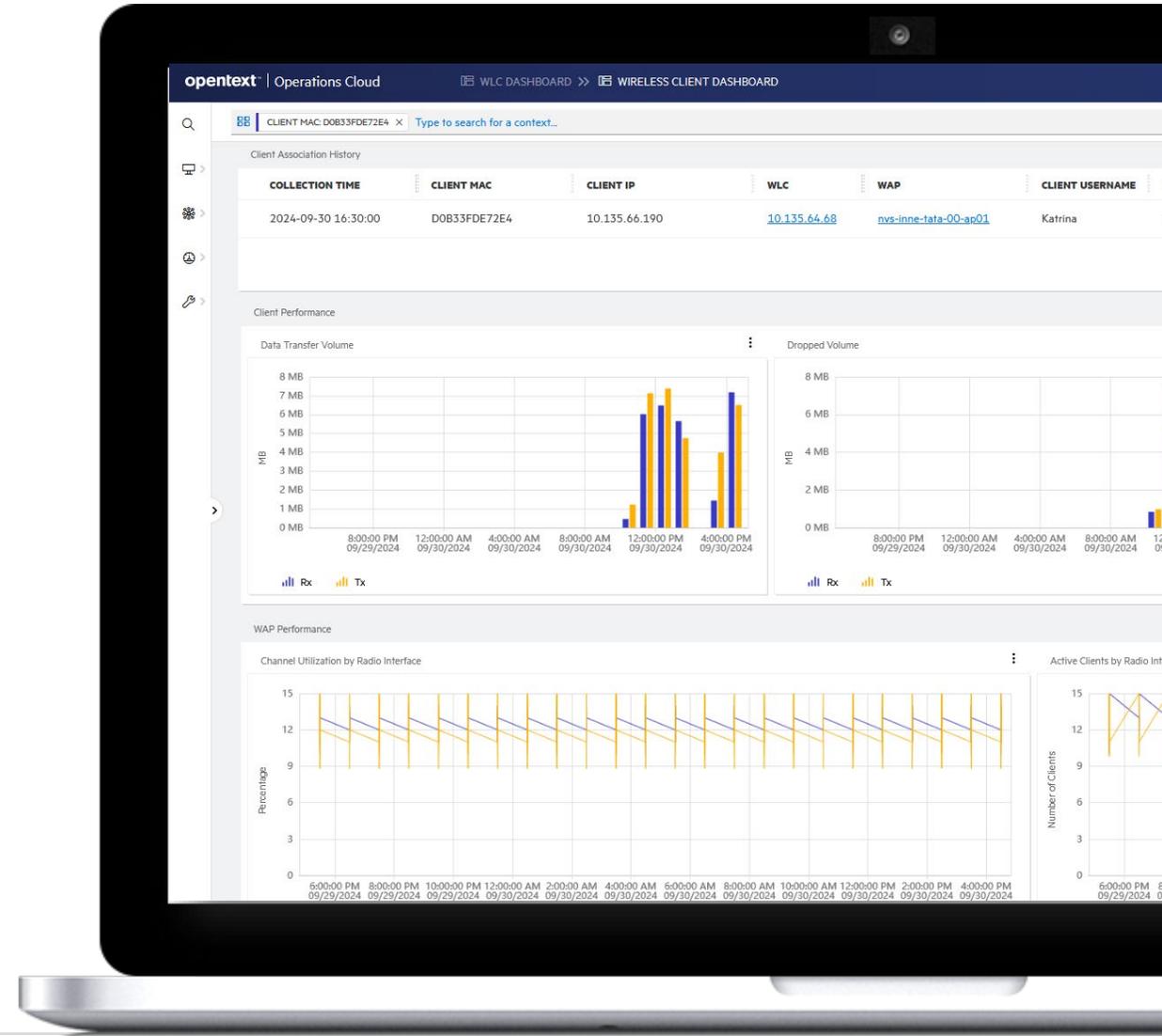
Service level compliance

- **Keep your business reliable:** Create, manage and inspect Service Level Objectives (SLOs) with real-time alerts generated for threshold breach violations in SLO error budget
- **Broad Coverage:** Create SLOs for application services, on-premise infrastructure and Cloud IaaS and PaaS services



Simplify network management with a private cloud deployment of OpenText Network Observability

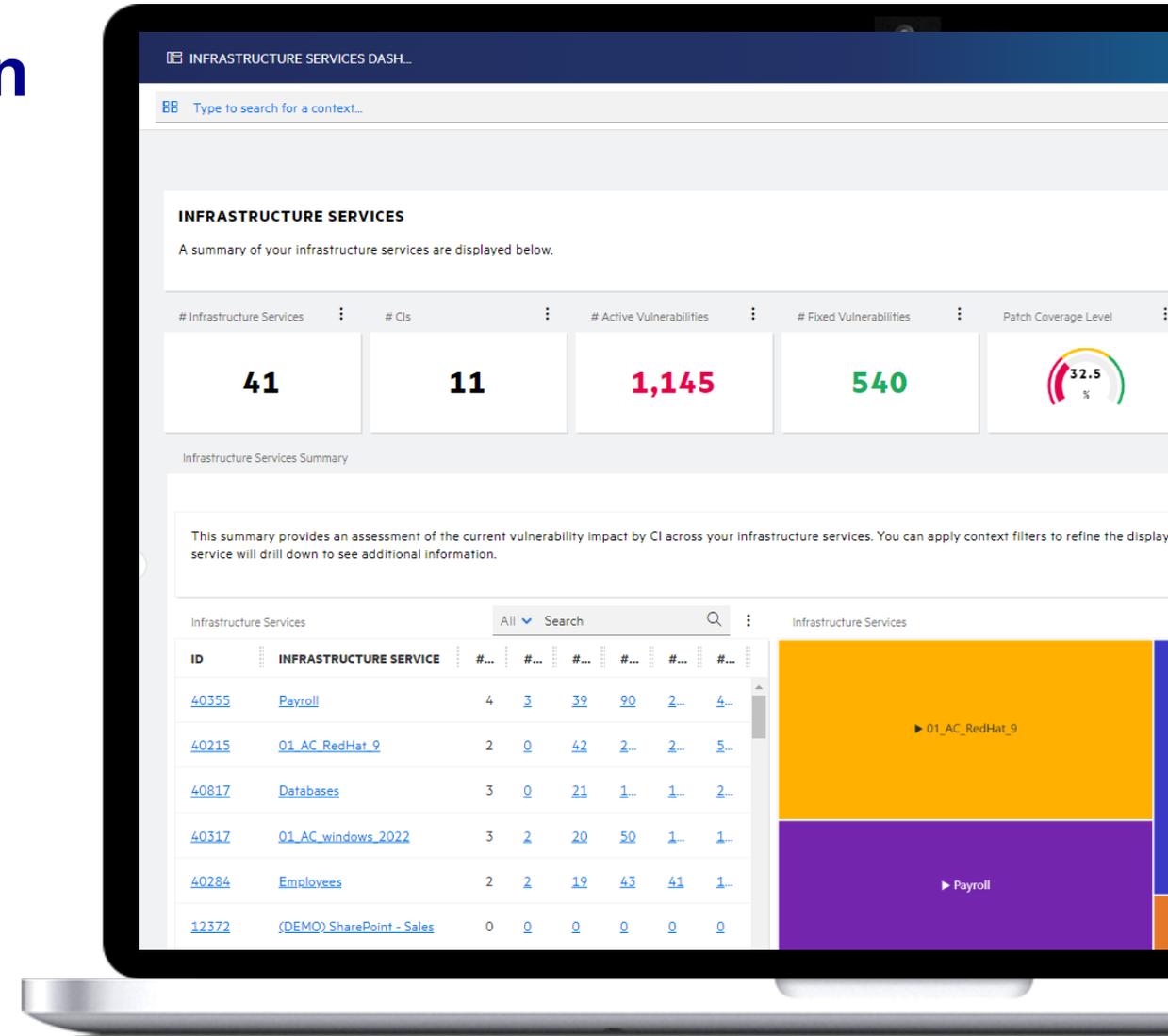
- **Reduce IT infrastructure costs and complexity** with a new secure, single-tenant, private cloud deployment option
- **Remain current with the latest releases** through always version current (N-2) deployments, getting new features quickly without the need for installation, upgrades, and maintenance
- **All the capabilities of Network Operations Management:**
 - Single view for SDN, virtual, and physical networks
 - Advanced change monitoring
 - Enterprise scalability and device support
 - Automated compliance with network policies



Accelerate vulnerability remediation with seamless Tenable integration

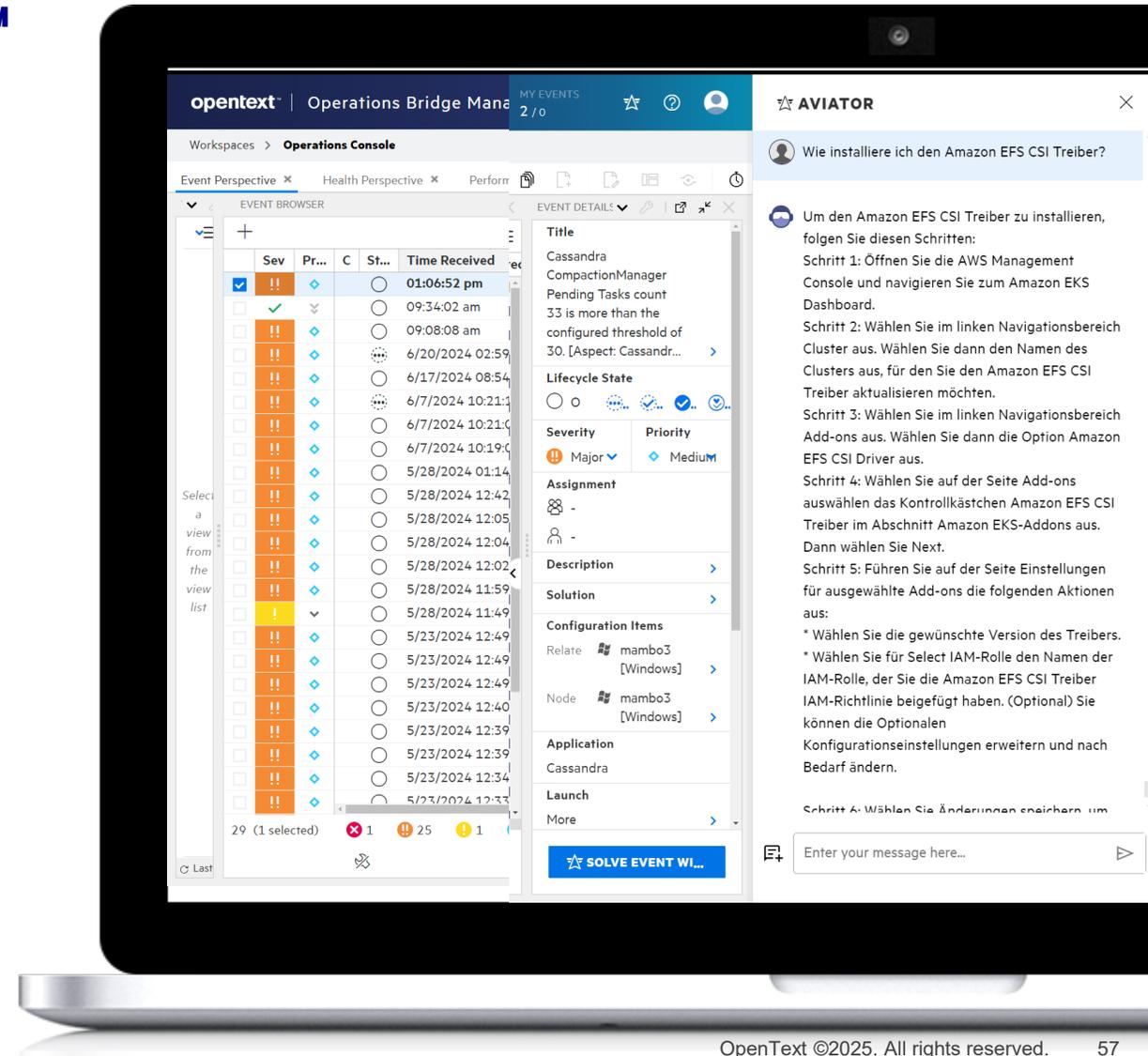
- **Instantly bring in scanning results:** Import **Tenable** (or Qualys) scanning data effortlessly
- **Align fixes with no manual effort:** Auto-correlate vulnerabilities to patch requirements
- **Focus on critical threats first:** Assess risk & prioritize vulnerabilities (incl. impact analysis)
- **Ensure reliable and consistent remediation:** Automate & coordinate remediation, at scale (incl. job management)
- **Create transparency:** Remediation results with dashboard insights

In addition to automating infrastructure vulnerability remediation, OpenText Observability and Service Management Cloud **automates compliance with network policies**—offering everything you need to proactively secure your environment and ensure continuous compliance.



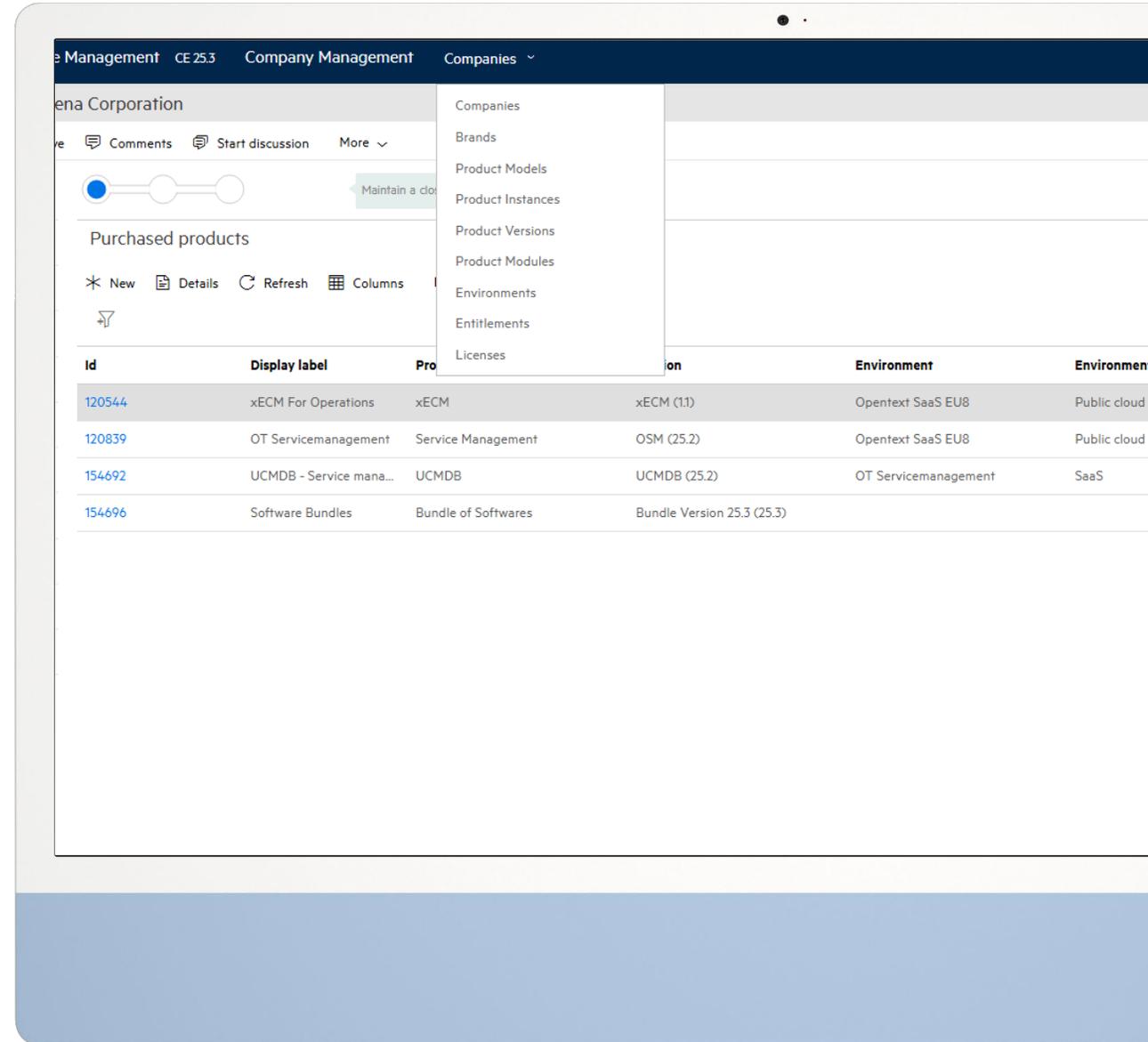
Distribute expertise with OpenText™ Aviator for AI Operations Management

- **New! Workflow remediation:** Recommends ideal remediation instructions based on existing workflows and runbooks.
- **Unlimited expertise:** Integrate custom KB and domain content, enables OpenText IT Operations Aviator to provide quick insights to resolve issues across full monitored IT landscape
- **Enhanced operations productivity:** Subject matter experts can review, update and persist remediation instructions, available as part of **events/tickets**



Expand enterprise service management across your organization—and beyond

- **Extend service management both internally and externally**—from HR and facilities to customer-facing services, all through a single platform.
- **Enhance service delivery with AI and content integration** to support privacy, governance, and industry-specific use cases.
- **Deploy and maintain services efficiently** without costly development resources.



One cloud-hosted platform for complete network observability and configuration

- **Consolidate monitoring, automation, and compliance** into a single cloud-hosted solution
- **Gain real-time visibility** across cloud and off-cloud networks
- **Speed troubleshooting** with real-time correlation of config changes and performance data
- **Customize to your needs** with scalable, modular, version-current capabilities

