



OpenText Document Management, eDOCS Edition

Control information throughout global organizations to meet competitive challenges and harvest collaborative knowledge

With the speed of modern business accelerating rapidly and an increasingly sophisticated workforce, the challenges around content management are quickly changing. Knowledge workers today are suffering from an overwhelming volume of electronic and paper-based content. To manage this overload, information workers are demanding simple and easy-to-use solutions that enable rapid and intuitive extraction and classification of actionable business information. In addition, today's mobile workforce needs to be able to access this content 24 hours a day, 7 days a week.

Despite the new working demands, many organizations still do not have the means to access collective information quickly and effectively. According to Gartner, Inc., employees spend between 30 and 40 percent of their time creating, searching for, retrieving, repurposing and organizing documents. In document intensive industries, the time spent looking for information seriously impacts the decision-making process, hindering organizational agility and limiting competitive advantage.

To help speed time-to-decision, ensure document accuracy, and simplify access to business-critical knowledge on an enterprise basis, organizations need a system that enables them to effectively and securely manage, organize and share documents.

Modern document management (DM) solutions must do more than just allow organizations to reduce the time and

complexity associated with storing and organizing content. Being able to locate key pieces of information in the right context and at the right time helps organizations gain competitive advantage. Equally important, modern DM solutions should help compound the value of the ever growing body of cumulative knowledge, while ensuring a safe, secure and balanced approach to Information Governance. Lastly, a comprehensive solution must be capable of extending DM capabilities into the familiar content authoring and productivity tools that already exist in the current enterprise, which will minimize training costs and encourage user adoption. Organizations that adopt a modern DM solution experience increased business agility, improved client response times, and a more productive workforce that securely manages and leverages content in context.

PRODUCT SUMMARY

eDOCS DM eliminates the mounting inefficiencies caused by the inability to manage documents as well as the "islands of information" prevalent in many global organizations. It helps control document-based knowledge assets by enabling users to capture, organize, locate and share business content in a secure, integrated, and intuitive environment. From documents, email, graphics, forms, engineering drawings, scanned paper and electronic-based records, content is consolidated in a unified enterprise knowledge base for easy access and retrieval.

OpenText Document Management, eDOCS Edition (eDOCS DM)

eDOCS DM eliminates the mounting inefficiencies caused by the inability to manage documents as well as the “islands of information” prevalent in many global organizations. It helps control document-based knowledge assets by enabling users to capture, organize, locate and share business content in a secure, integrated, and intuitive environment. From documents, email, graphics, forms, engineering drawings, scanned paper and electronic-based records, content is consolidated in a unified enterprise knowledge base for easy access and retrieval.

Enabling Knowledge Worker Productivity

eDOCS DM increases productivity by enabling faster access to content, providing

control over multiple document versions, and enabling users to better organize documents, whether it be through the use of folder structures, tailored workspaces, or compound documents. Seamlessly integrated with standard applications used to create and capture content, eDOCS DM provides a rich user experience that minimizes the time spent learning the document management system and simplifies the ways it is used to generate business value.

Relieving Administrative Burdens

eDOCS DM features a scalable platform and distributed architecture designed to maximize system availability and performance. Content metadata is easily configured to provide contextual interfaces for the capture and retrieval of knowledge assets. Rapid system deployments are achieved without visiting workstations, and maintenance is simplified with web and Microsoft® Windows®

utilities that support centralized as well as delegated system management.

Multiple Views for Multiple Audiences

In addition to browser-based and desktop interfaces (Microsoft Windows Explorer and Microsoft Outlook®-based interfaces) for power users, eDOCS DM provides a new, extremely intuitive environment that offers basic, information consumer level document search and retrieval functionality.

Part of a complete and integrated Content Management Solution, document management is a key component of a wider enterprise content management strategy. The eDOCS DM supports a wide a range of companion solutions for business process management, SharePoint integration, mobile access, and more. OpenText allows organizations to arrange and manage all documents, regardless of type, in one repository.

FEATURES

EMAIL MANAGEMENT

eDOCS DM enables organizations to organize and classify email within the document repository while complying with corporate governance, privacy, and other requirements.

RECORDS MANAGEMENT

eDOCS DM offers a complete records management solution to address legal and regulatory issues around records, mitigate business risk and avoid the costs associated with improper record handling. It also averts the consequences that lost or invalid knowledge assets have on the long-term viability of organizational decision-making abilities.

MICROSOFT SHAREPOINT

The eDOCS Integration for Microsoft SharePoint solution provides a scalable, integrated content archive that extends comprehensive lifecycle management and archival services to all SharePoint content stores across the enterprise. At the same time, it allows content to be repurposed across other SharePoint sites.

DOCUMENT IMAGING

By transforming paper-based documents into digital knowledge assets, eDOCS DM dramatically reduces the cost of filing, storing, and retrieving paper documents.

BUSINESS PROCESS MANAGEMENT

Whether workflow tasks are document-centric or intensely decision-based, eDOCS significantly increases productivity by automating complex, recurring and user-driven processes while minimizing the costs of document creation, review and handling, as well as administrative tasks associated with business process management.

MOBILE ACCESS

Wireless DMS for eDOCS contains separate modules for the different mobile devices used by your organization. iPhone, iPad, BlackBerry, and Windows Mobile modules are currently available. In addition, users may connect from numerous phones, pagers, and Windows handheld devices.

ENGINEERING DOCUMENT MANAGEMENT

Seamless integration with AutoCAD® enables organizations to work more effectively with engineering documents while strategically incorporating them into enterprise document repositories for easy organization and retrieval.

OpenText eDOCS DM Checklist

- Access information via intuitive content management interfaces for the web, desktops, and mobile devices
- Create and manage documents via standard content authoring and email productivity tools
- Easily search and retrieve information with advanced search technology, including full-text, search term highlighting, metadata, document summarization, and result clustering
- Secure content assets using a flexible model with up to nine different levels of permissions to control document access
- Generate customizable reports for analysis and auditing of content assets
- Reduce cost of ownership through central deployment and administration, including program updates
- Rapidly configurable repository for meta-data capture and the creation of forms used for content profiling and searching
- Scalable architecture ensures consistent system availability

Solution Highlights

For End Users

- Familiar browser and desktop interfaces—easy to learn and use
- Integration with authoring and email productivity tools to easily create and leverage content
- Powerful search capabilities to quickly and easily locate information

For Administrators

- eDOCS DM enables rapid changes to its database structures and forms without the need for costly customizations, further minimizing IT overhead and maintenance efforts
- Administrators can create multiple profiles per library, which creates a context-sensitive user experience tailored to the divergent needs of user populations across the enterprise
- With a capacity to support billions of objects, eDOCS DM can scale to meet your complete content management needs, whether they include plans for centralization or require a more distributed architecture

- Rapid deployments and program updates without physically visiting workstations
- Simplified maintenance utilities support centralized and delegated system management

For Organizations

- Critical decisions can be made faster with better access to more reliable information
- Centralized repository minimizes IT costs, helps ensure document currency and reduces time spent looking for information ■

www.opentext.com

NORTH AMERICA +800 499 6544 ■ UNITED STATES +1 847 267 9330 ■ GERMANY +49 89 4629-0
UNITED KINGDOM +44 0 1189 848 000 ■ AUSTRALIA +61 2 9026 3400