# OpenText™ Extended Collaboration

## Drive Innovation with collaboration across the enterprise

Success depends on your ability to seize new business opportunities. To maximize agility and responsiveness, companies are focused on improving collaboration among employees, partners, and customers.

Having the ability to see when, where and why content is being created and or shared, and who is doing it, can often be as valuable as the content itself. Effective collaboration connects people and processes to circulate ideas, experiences and knowledge. People can quickly form cross-functional project teams, capture shared knowledge, manage processes and meet project deadlines even across geographic and departmental boundaries. As a result, effectively capturing shared knowledge becomes a vital part of efforts to minimize knowledge gaps and preserve intellectual capital.

OpenText Extended Collaboration delivers the tools teams need to collaborate effectively by combining a robust knowledge repository with project workspaces, polls, news channels, tasks and milestones. For broader community applications, enterprise-ready tools such as forums, blogs and wikis, along with newsletter views, FAQs, and event calendars help promote shared expertise and best practices. These tools deliver content in an intuitive environment, encouraging people to work together while capturing critical project information. Underpinned by industry leading Enterprise Content Management (ECM) security and access-control policies, organizations can extend best practices in managing business content to the use of collaborative content.

## Communities: Sharing Expertise and Promoting Best Practices

Information workers struggle when constrained by isolated work environments, a limited understanding of organizational expertise, and a lack of accepted best practices. Information barriers decrease corporate awareness, impede innovation and hamper productivity by promoting an environment where redundant efforts abound. Individuals often have a high degree of shared knowledge and expertise, and a highly targeted skill set in common. Because they work in environments separated by departmental, geographical, or even organizational boundaries, opportunities to collaborate and exchange ideas are limited. By establishing communities, organizations can link these islands of knowledge and expertise, enabling employees with similar goals and challenges to readily connect with one another. They can create a support network to share news, ideas and opportunities, establish standards, and work more effectively with customers and partners.

**FEATURE SUMMARY**

*Improve relationships with customers and partners*

- *Connect individuals, teams, and organizations across geographic and departmental boundaries, and integrate these relationships into processes and procedures.*

*Reduce project cycles*

- *Project workspaces help teams access and collaborate on all project-related information, including project scope, status, tasks, and deadlines. Members can share ideas through interactive discussion forums.*
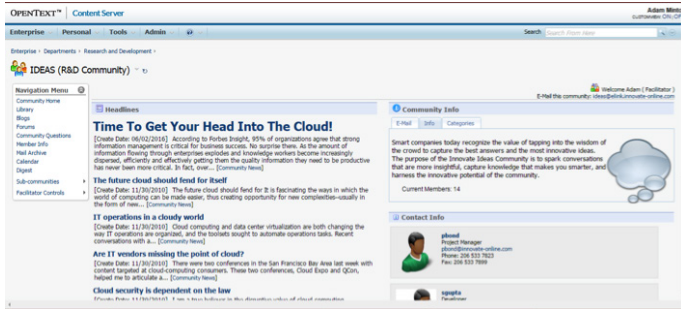
*Quickly launch new communities*

- *Built-in wizards and out-of-the-box templates, including industry and expert community templates, make it easy to set up a community.*

*Enable prolific community members to share*

- *Most knowledge workers are passionate about what they do and how they do it. Advanced journaling components enable members to generate informative, community-specific blogs.*

*Leverage best practices and lessons learned*

- *Save best practice methodology and build on these tactics to stay on track. Reduce ramp up time and enable participants to contribute more quickly.*

*The community front page provides immediate access to all relevant, timely and popular community content.*

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OpenText understands that content governance should be format agnostic. That is, all business content should be captured, protected, and preserved in accordance with defined records management policies—regardless of file format. OpenText Extended Collaboration offers the ability to place content from your collaborative community environment under records management controls. This provides a best of both worlds environment, where the ease of use and flexibility of collaborative tools are embraced without sacrificing the security and risk mitigation provided by a strong records management discipline.

## Projects: Enhancing Organizational Agility

People drive effective collaboration, and OpenText Extended Collaboration easily accommodates the way they work together. Dedicated project workspaces create a sense of focus for team members. Within these workspaces, coordinators can form project teams on the fly—adding team members and assigning multiple roles and tasks. All relevant project information, including plans, documents, task lists, URLs and more, is consolidated and stored in the workspace for easy access. Communication among project members can be captured within threaded discussions and integrated with popular email systems for desktop delivery.

For project management, OpenText Extended Collaboration allows you to maintain tight controls over the project lifecycle. Managers can monitor associated deadlines, milestones, tasks, and priorities across the entire team and receive progress reports at any time. All project-related information is stored in one place. Ramp up time is reduced and new group members can quickly get the information they need to begin contributing. And because teams and groups collaborate online, you can leverage the best minds in your organization regardless of their location, enriching project teams with diverse participation and increased innovation.

With OpenText Extended Collaboration, participation is encouraged by ensuring that the most relevant and compelling information is immediately presented to users upon visiting the community, on the data-driven community front page. For instance, a timely discussion forum topic could be configured to appear as a featured headline; or a weekly blog written by a community member could be included as a recurring column. Members can reply to the topic and create an ongoing interaction with the author. Creating topics or replying to existing ones is as quick as a single click— and it's that easy for users to initiate question and answer interactions with one another.

OpenText Extended Collaboration designates subject matter experts and distinguishes frequent contributors wherever they are referenced in the community. When community members can identify experts, they immediately know who to contact when they have a question or want to initiate a collaborative exchange. Member information profiles each member in the community, and lists special "expert group" designations. A comprehensive ratings system enables users to actively participate in establishing the expert hierarchy.