OpenText Cordys Business Operations Platform

Driving faster innovation and change

The OpenText Cordys Business Operations Platform is the ideal solution to leverage investments in enterprise software and legacy systems, isolate existing IT assets, build new processes on top of that and continuously monitor the entire enterprise.

Better, Faster, Cheaper

It’s no longer just what you do that counts, it’s how you do it – and how quickly you can modify the way you work to take on new opportunities and challenges.

In many corporations, introducing new services and new ways of working may typically span several years, causing immense upheaval and disruption. IT infrastructure and systems in particular can be difficult and costly to re-engineer and adapt.

At the business level, operational strategies and tactics are constantly on the move in the search for optimum results, yet IT frequently struggles to keep pace.

Business benefits

The OpenText Cordys Business Operations Platform is a unique cloud-enabled solution designed to help organizations increase responsiveness to dynamic market demands.

With the OpenText Cordys Business Operations Platform, enterprises are able to adapt to new opportunities, minimize risks and introduce new service innovations rapidly and cost-effectively:

- **Faster change** – Dramatically increase the speed of change in business operations and exploit new revenue opportunities more rapidly
- **Unparalleled innovation** – Create a single view of the business, outperform the competition and meet the ever-changing demands of today’s market
- **Continuous improvement** – Design, execute, monitor, change and continuously optimize critical business processes with closed-loop business process management
- **Superior performance** – Stay on top of new trends, reduce time to market, accelerate growth and incorporate acquisitions faster

The cloud-based approach allows processes based on the OpenText Cordys Business Operations Platform to be introduced very rapidly, across the entire organization. OpenText Cordys removes the need for CapEx and introduces the concept of the Platform as a Service (PaaS), massively reducing costs and allowing enterprises to reap clear business and IT benefits from day one.

DEPLOYED ON-PREMISE OR IN A PUBLIC OR PRIVATE CLOUD

OpenText Cordys is the leading provider of software for business process innovation deployable as a service in the cloud. The OpenText Cordys Business Operations Platform is:

- A next generation BPM solution that allows organizations to design, execute, monitor, change and continuously optimize critical business processes and operations wherever they are deployed.
- Fully SaaS enabled and fully web-based, with no client implementation requirements other than a web browser.
- Grid-enabled and contains comprehensive Master Data Management (MDM) capabilities that ensures one version of the truth across the enterprise, thereby reducing operational costs.
Are you ready for today?
Implementing changes to embedded business processes may rank as one of the most difficult challenges facing both business and technology managers today.

For example, ERP systems, implemented and tailored at considerable expense, contain embedded processes that are often acknowledged to be the best-practice-at-the-time. Workflows between business units, such as sales and manufacturing, will have been built on many years of experience, tuned to meet user, customer and internal needs.

Disruptive change
In many industries, disruptive change is destroying the value of these embedded processes. Faced with the continuing online revolution, there is a pressing need to revise and update systems and processes, yet there may be enormous internal cultural resistance to change – from both users and overloaded IT departments.

Externally, market sentiment and client expectations are shifting at an alarming rate. The IT service and business users may struggle to use or adapt existing processes to keep pace with customer demands. The delay and expense caused by changes to software and physical systems may mean that, in practice, there is no realistic prospect of meeting the challenges of today.

This creates problems for organizations looking to defend against new market entrants, whose offerings and services may be supported by newer systems that are better able to meet immediate customer demands without the drag of legacy systems.

Agile business strategy
Being able to increase enterprise agility by synchronizing the business and infrastructure change cycles offers enormous competitive advantage. To do so requires systems that are capable of rapid modification, and a mechanism to ensure that business strategies are reflected accurately in the underlying software and hardware.

“The OpenText Cordys platform reduces cost and complexity, and allows faster and easier development, making our IT department a reliable partner for the business.”
UMESH JAIN, PRESIDENT & CIO, YES BANK

OpenText Cordys helps aligning business and IT
Business Monitoring
The OpenText Cordys Business Operations Platform provides the essential link between business requirements and IT services and infrastructure, bringing systems fully under the control of the business.

Designed to facilitate collaboration between general management and specialist IT services, the OpenText Cordys Business Operations Platform enables new processes to be defined and implemented without any knowledge of the underlying systems.

Continuous improvement
The platform presents a clear, non-technical definition of current processes, described in terms of users, functions and responsibilities. Complete with metrics and advanced business activity monitoring, the OpenText Cordys Business Operations Platform allows ongoing optimization and integration of both internal and external processes.

New business and IT services are available as components within the platform. Creating a new process by linking services is independent of the underlying integration, which is handled by the OpenText Cordys Business Operations Platform. By taking this component based approach, new processes can be introduced very rapidly in response to changing market demands.

Real-time process information
For example, with OpenText Cordys Business Operations Platform both internal and external services can be integrated (‘mashups’ from the cloud), such as sales reports containing customer address information connected to bank payment confirmations, as soon as the data is available. Because all the data is handled by OpenText Cordys, there are no complex integration projects, and even the largest enterprise is able to react at internet speed.

With built-in metrics and business activity monitoring tools, the OpenText Cordys Business Operations Platform delivers real-time process performance information from across the enterprise. Reports and KPIs can themselves be easily tailored without specialist technical knowledge, reducing the need for IT department intervention and accelerating the ability to respond to change.

“OpenText Cordys helps its customers to improve the speed of change, drive maximum value out of existing systems, and apply business process management better and faster.”

MICHAEL THOMPSON, PRINCIPAL ANALYST, OVUM
PRODUCT OVERVIEW

ENTERPRISE INFORMATION MANAGEMENT

BUSINESS OPERATIONS PLATFORM

Next generation BPM

OpenText Cordys Business Operations Platform offers total business process management, with advanced enterprise mashup and collaboration capabilities.

OpenText Cordys Business Operations Platform provides real-time, accurate operational insight into core processes.

With timely information, business managers can respond better to events as they unfold, and manage resources efficiently to achieve optimal business outcomes.

Easy access to data empowers business users to control task flow, manage the decision process and handle work distribution in the most cost-efficient manner.

OpenText Cordys business operations platform highlights include:

- Model and execute knowledge intensive workflows
- Dynamic work balancing
- Organizational modeling
- Team collaboration tools
- Comprehensive event management

Making enterprise mashups work

OpenText Cordys Business Operations Platform solves the complex and challenging tasks behind enterprise mashups, bringing data from multiple sources under central control.

For example, data from external providers, such as Google or Microsoft mapping, can be combined with internal customer, sales, manufacturing and product data, regardless of the underlying source. OpenText Cordys Business Operations Platform supports creative aggregation of almost any information source, including internet, database and legacy systems, enabling business users to create and deliver innovative services in real time.

Reap the benefits

OpenText Cordys offers an integrated platform that enables the business process improvements and refinements proposed by management to be tested and deployed rapidly and cost-effectively. When changing market conditions require new ways of working, OpenText Cordys ensures the achievement of business results by helping to create new scenarios, model possible new workflows, and translate business ideas into practical actions. OpenText Cordys offers increased productivity, with fewer delays and hand-offs between the proposal of new processes and the implementation and monitoring of the results. Changed workflows are easily distributed to users, and the OpenText Cordys interface guides them through each step.

With a more responsive workforce able to understand and use new processes more quickly, enterprises can respond dynamically to and take advantage of changing business conditions.

Collaboration

OpenText Cordys Business Operations Platform provides a collaborative, web-based, model-driven environment enabling business and IT to create, deliver and deploy solutions rapidly, accurately and effectively. With control of IT services placed fully in the hands of the business managers who create, define, modify and use business processes, the OpenText Cordys Business Operations Platform creates a truly agile enterprise, able to respond to change quickly and cost-effectively.

OpenText Cordys BPM solution allows organizations to design, execute, monitor, change, and continuously optimize their critical business processes and operations.
Cloud Orchestration

OpenText Cordys Business Operations Platform offers an intelligent cloud-based deployment platform that uses Business Process Management (BPM) techniques to make the cloud proactive and responsive to your business needs. The BPM component allows simple, intuitive design, execution, monitoring and improvement of business process models for closed-loop business process management. The user interface provides a non-technical bridge between the business perspective (people, responsibilities, workflow) and IT infrastructure (applications, dependencies and transactions).

Each IT system can be viewed as providing a service, published on the platform, and each service can be linked using the OpenText Cordys tools to create new internal and external processes and customer offerings. On this principle, the OpenText Cordys BPM component delivers a “what you model is what you execute” capability. The model is the master template that drives the process execution. Business strategy is translated into business processes and rules, which in turn govern the services required from the underlying IT systems. In this way, existing IT investments are fully leveraged and new functionality is flexibly added on top of the current assets.

Easy, cost-effective deployment

OpenText Cordys uses a unique SaaS Deployment Framework to automate the provisioning of the platform and of any third party service or application. With no local PC software footprint to manage and SaaS deployment, OpenText Cordys applications are available for enterprise-wide use immediately, unlike more traditional solutions that can take months to implement. OpenText Cordys SaaS framework makes it easy to integrate third party components, and new services can be presented to users through the platform. All traffic and transactions within OpenText Cordys can be monitored and managed, with specific usage billing to individuals, teams and departments if required.

Real time view on the business

The Business Activity Monitoring (BAM) component offers real-time performance monitoring through both predefined and ad-hoc process analysis and event management.

One Single platform: OpenText Cordys is a completely integrated and open platform based on state of the art SOA architecture.
By accessing information from multiple sources, users of the OpenText Cordys Business Operations Platform are able to gain access to information in a single view regardless of processes, disparate systems or departments. Even for large and complex organizational structures, OpenText Cordys BAM allows immediate insight into Key Performance Indicators. There is no need to build specific reports or integrate departmental systems, because with OpenText Cordys the aggregation is designed into the application as it is modeled.

OpenText Cordys BAM includes the ability to detect anomalies based on predefined tolerance levels, with automatically generated alerts delivered through multiple channels, such as portals, text messages and e-mail - putting users in control.

OpenText Cordys BAM ensures continuous information delivery based on real time data, allowing corrective actions to be taken manually or automatically at an early stage, offering complete control and improvement of business operations

As additional users join, the configuration can be pre-set by the platform owner, including data and application usage rights, and automated billing.

With OpenText Cordys, business costs are easily identified and allocated to the correct budget-holder, which allows them to gain a clearer picture of their operational expenses and quickly identify where savings may be made.

**Single version of the truth**
Ensuring everyone in an organization is working from the same source data is one of the most complex challenges, particularly when the data is sourced from legacy and departmental systems.

The OpenText Cordys Business Operations Platform contains comprehensive Master Data Management (MDM) capabilities, acting as a central repository. The platform connects to and aggregates data from multiple systems, and provides a consistent foundation for all subsequent analysis and reporting. This approach ensures that one version of the truth is used right across the enterprise, thereby reducing operational costs and delivering a complete, high-performance business process management enabled solution.

**Gain business control**
The OpenText Cordys Business Operations Platform presents the workflows themselves as objects that can be manipulated. It is possible to model and execute hybrid dynamic workflows and manage non-sequential workflows from within the platform, visualizing hierarchies, work dispatches, escalations and more.

With clear graphical insight available instantly, staff requirements can be assessed for immediate allocation of the right teams – right down to the level of individual availability through access to personal calendars.

**Enabling easy collaboration**
A key feature of the platform is the web-based, model driven environment that enables business and IT to collaborate easily to create, deliver, and deploy OpenText Cordys solutions rapidly and incrementally. Starting with a single view of all applications with workspace isolation that enables changes to be validated before sharing and distribution, OpenText Cordys Business Operations Platform provides a very powerful way to work in extended teams.

The model driven workspace offers zero-code application development, with a very short learning curve – even the most non-technical managers can create and share new applications.

The platform includes rigorous audit features to track and authorize changes, which offers complete control over business process modifications and allows full compliance with regulatory mandates.

**Head in the cloud**
The OpenText Cordys Business Operations Platform is a fully web based platform; no client software is required, and almost any device with a web browser and connection can be used to access applications.

The platform enables Web 2.0 capabilities, such as tagging tasks and documents, and incorporation of third-party gadgets such as clocks, timers, RSS feeds and more, for improved user experience and productivity.

Business user productivity is enhanced with built-in functionality such as the ability to manage tasks organized by work list, team, role and user (or any combination), to help distribute and execute workloads in the most efficient manner.

**Enterprise cloud orchestration**
The OpenText Cordys platform also offers an assembly and orchestration layer for cloud-based services and applications. This allows enterprises to connect their IT backbone with any offering in the cloud or orchestrate different online services, to fundamentally change the way of innovating the business processes and to exploit the full potential of the cloud.

**Greener it**
Unlike other software offerings, the platform is fully implemented as a set of web-services, from the ground up.

A Services Oriented Architecture is inherent throughout the product – which means that OpenText Cordys is completely decoupled from existing infrastructure and applications – this approach means that OpenText Cordys not only works with and respects existing investments, the fact that it runs in a virtual environment if required ensures that you do not waste resources making your IT environment greener and kinder to the environment.