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**Executive brief**

# OpenText Extended ECM Platform delivers an information advantage to empower business processes

Extend ECM into lead business applications to add context to content, for improved efficiency and decision-making power

**Enterprises have** more data, from more sources, with more uses and require it on demand

**Workforces need** a new way of interacting, sharing and consuming content

**More content requires** more compliance and governance

**Extended ECM** extracts content value and automates business processes

**Cloud to lower costs,** improve agility, and drive innovation

**Virtually every part of every business is powered by processes. As the amount of digital information continues to explode, old content management methods become obsolete, slowing productivity, impeding decision-making, creating compliance workarounds and increasing risk. Enterprise content management (ECM) was the first solution to this data problem. Extended ECM is the next evolution of ECM, injecting valuable content insights when and where they are needed most, inside business processes.**

Organizations today need to be prepared to work with more content, from more sources, with more uses, all accessed on demand. It can be difficult to organize, manage and extract value from structured information through an increasingly diverse array of content repositories, leaving users searching for the right information at the right time.

Seeing information in the context of business processes helps an organization truly understand how to optimize its supply chain, develop successful products, optimize asset performance or best engage with employees and customers. How organizations connect, harness and use information inside the context of the lead systems they use every day, such as CRM, ERP and HCM, is what will set them apart from the competition.

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## Extended ECM Platform solutions

**OpenText™ Extended ECM for SAP® Solutions**
Content Services to ERP integration

**OpenText™ Extended ECM for SAP® SuccessFactors®**
Content Services to HCM integration

**OpenText™ Extended ECM for Salesforce®**
Content Services to CRM integration

**OpenText™ Extended ECM for Microsoft® Office 365®**
Content Services to Office 365 integration

**OpenText™ Extended ECM for Microsoft® Dynamics 365®**
Customer Engagement by Contesto integration

**OpenText™ Extended ECM for Oracle® E-Business Suite**
Content Services to ERP integration

**OpenText™ Extended ECM for AppWorks™**
Cross-system and dynamic case management

**OpenText™ Extended ECM for Government**
Government content management

**OpenText™ Extended ECM for Engineering**
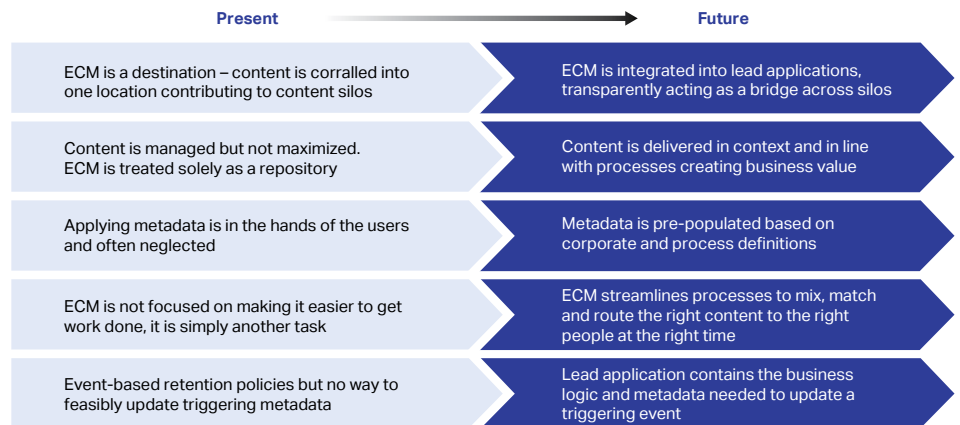Engineering ECM integration

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## The Evolution to Extended ECM Platform

**Present** → **Future**

| Present | Future |
|---|---|
| ECM is a destination – content is corralled into one location contributing to content silos | ECM is integrated into lead applications, transparently acting as a bridge across silos |
| Content is managed but not maximized. ECM is treated solely as a repository | Content is delivered in context and in line with processes creating business value |
| Applying metadata is in the hands of the users and often neglected | Metadata is pre-populated based on corporate and process definitions |
| ECM is not focused on making it easier to get work done, it is simply another task | ECM streamlines processes to mix, match and route the right content to the right people at the right time |
| Event-based retention policies but no way to feasibly update triggering metadata | Lead application contains the business logic and metadata needed to update a triggering event |

### OpenText™ Extended ECM Platform

The Extended ECM Platform offers organizations a method to transparently integrate OpenText™ Content Suite Platform with their lead applications, allowing for seamless information flow across the enterprise. Available in out-of-the-box solutions for leading business applications, such as SAP®, Oracle® E-Business Suite, Salesforce® and Microsoft® Office 365®, it also comes with the tools and APIs needed to create custom integrations to just about any lead system.

The Extended ECM Platform enables an organization's digital future by laying a strong foundation for intelligent and connected content to allow for smarter business processes, automation, artificial intelligence and the Internet of Things. It improves process productivity by integrating powerful content services capabilities with lead applications to connect content repositories and enhance information flows. Users can continue to work in the business applications they know, with the right content made easily accessible without having to sift through information to get their job done.

Extending content services to lead business systems advances business processes:

- **Empower employee productivity:** Enables business teams to know, see and do more to make faster and smarter decisions

- **Achieve better business outcomes:** Connects content to lead applications to provide content the context to unlock powerful insights

- **One source of the truth:** Provides increased visibility and control of unstructured content across the organization for all to consume

- **Intelligent automation:** Generates effective action across an organization's value chain

- **Integrated security and governance:** Extends control and compliance policies to reduce risk and safeguard information

*"We've got the trilogy. Content Suite Platform is the source of truth. SAP is the source of process. And SharePoint is the outer limits."*
**Rick Quarmby**
Principal knowledge management advisor
Hydro Tasmania

→ Read the full Success story

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