



# From Engagement to Insight™ : OpenText™ Release 16 and EP3

The Internet of Things (IoT), artificial intelligence (AI) and other disruptive digital technologies are radically transforming both enterprise and consumer spaces and re-shaping our expectations of how we work. It's the age of intelligent things. We're surrounded by smart products and connected devices, and more and more enterprise information is being created by machine rather than by humans. And this is just the tip of the transformation.

Are you prepared for a future in which enterprises need to automate, collect, manage and derive insight from these new sources of data and information? Picture one in which you are empowered to do so much more with your enterprise information by turning data into insight and competitive advantage.

## OpenText Release 16

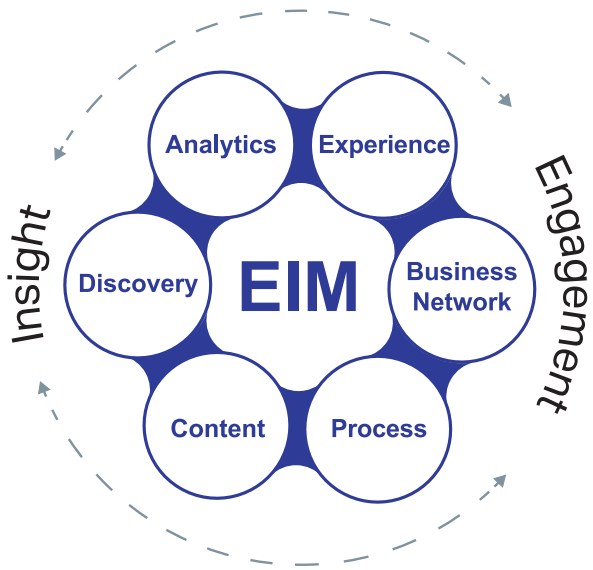
OpenText Release 16 and its Enhancement Packs (EP1, EP2 and now EP3) meet the challenge by offering the only complete solution for Enterprise Information Management (EIM) with a comprehensive view of how information flows in a digital enterprise—from engagement to insight. Release 16 provides the right foundational platform to embrace digital transformation and connect, secure and exchange big data with the digital enterprise. Release 16:

- derives meaningful insights from your enterprise information to improve productivity and competitiveness
- enables intelligent search, embedded analytics and reporting across all product lines
- adds a flexible AI and analytics platform that combines open-source machine-learning with advanced analytics, enterprise-grade BI and capabilities to acquire, merge, manage and analyze big data and big content
- offers a complete set of IoT capabilities to manage information sharing across complex ecosystems of people, systems and devices

## EMBRACE DIGITAL TRANSFORMATION BY DEEPENING AUTOMATION

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*In a digital world, the winning organizations will be the ones that find new customers, discover new markets and pursue new revenue streams using digital channels. In OpenText Release 16 and its first Enhancement Pack (EP1), we created the most complete digital platform that supports the total flow of information across the digital enterprise—from engagement to insight—allowing organizations to compete in today's world. With EP2, we significantly enhanced user productivity, information flow integration and ecosystem connections to further strengthen the enterprise. And with EP3, we increased the ability to embrace digital transformation by deepening automation and empowering enterprises with new ways of collecting, managing and securing critical information assets.*



OpenText Enterprise Information Management (EIM) platform

- manages and secures user-based access to trading partners information and back-end systems
- provides 360-degree visibility across all endpoints, devices and networks for proactive threat detection and remediation
- adds new user interfaces and functionality improvements for better experiences both inside and outside the organization

Release 16 introduced new user interfaces that delivered leaps in usability, along with more intelligent search, embedded analytics and reporting, and mobility for better experiences inside and outside the organization. Whether your organization needs to manage contracts, customer experiences, vendor information, legal discoveries or procure-to-pay processes, Release 16 provides the right solution to digitize, automate and optimize your information flows.

#### Enhancement Pack 1 (EP1)

Release 16 EP1 was the first in the Release 16 enhancement pack series, and with it we provided support for the complete flow of information across the digital enterprise, from engagement to insight, with newly acquired assets from HP® Inc. and Recommind®. EP1 extended the OpenText EIM platform and the value of information flows via purpose-built business and industry solutions.

#### Enhancement Pack 2 (EP2)

Release 16 EP2 was the second enhancement pack in the series. Key investment drivers behind EP2 were user experience and productivity with a focus on cloud optimization, mobility, smart UI, automation, flexibility, self-service and creative collaboration. With EP2, we continued to facilitate the complete flow of information for the digital enterprise, from engagement to insight, across our own portfolio of software, but also with third parties in our ecosystem.

#### Enhancement Pack 3 (EP3)

Release 16 EP3 is the third enhancement pack for Release 16, and it adds improved analytics and artificial intelligence (AI) capabilities via OpenText™ Magellan™. By incorporating technology from the

**“With Content Suite 16, we were really interested in the performance and scalability capabilities that we need for mission-critical applications because it's not just standing off on the side by itself. It is now in the guts of our architecture and integrated to all of our important systems.”**

DEAN HAACKER, CHIEF TECHNOLOGY OFFICER, CIBC

recent Covisint and Guidance Software acquisitions, it extends Release 16 capabilities for the IoT and information security. EP3 increases our customers' ability to embrace digital transformation by deepening automation through enablement of IoT platforms and solutions and by empowering enterprises with new ways of collecting, managing and securing critical information assets. EP3 features deeper integrations across the OpenText portfolio and new ecosystem connectivity, which help facilitate a complete flow of information, inside and outside the enterprise. With EP3, end user productivity and empowerment continue to be a key focus.

#### Drive engagement to insight

EP3 expands the flow of information in a digital enterprise with new and improved integrations, as well as new capabilities from Covisint and Guidance Software:

- Implementation of SSO (single sign-on) via OpenText™ Directory Services in **OpenText™ Experience Suite** enables immediate SSO with other products, such as OpenText™ Media Management, OpenText™ Exstream, and OpenText™ Experience Analytics, and provides the foundation for future integrations with other applications within Customer Experience Management and the broader OpenText portfolio.
- Drawing on technology from the acquisition of Covisint, **OpenText™ Business Network** now has an IoT platform that enables information sharing across complex ecosystems of people, systems and devices. EP3 also leverages the Covisint leading identity and access management (IAM) platform to manage and secure user-based access to trading partner back-end information and systems—enabling collaboration beyond transactions.
- In EP3, an enhanced integration between **OpenText™ Process Suite** and **Business Network** enables auto-provisioning for trading partners that email invoices as PDF attachments.

**“We wanted to align with a strategic partner who offered a platform that would allow us the operational scalability to give us more velocity as we start globalizing our operation.”**

WAYNE LY, BUSINESS SYSTEM DIRECTOR, JAMES HARDIE

- With **OpenText™ Content Services** (the technologies under the Content pillar are now collectively referred to as “Content Services” to reflect the market shift away from the term “Enterprise Content Management/ECM”), EP3 expands on OpenText ECM leadership in information governance and compliance with OpenText™ File Intelligence (formerly Kazeon) to provide enhanced GDPR readiness, enabling the easy identification of unmanaged personal content and the ability to adhere to new privacy laws.
- EP3 adds EnCase—the industry standard for forensically sound collections and preservation—to **OpenText™ Discovery Suite**, enabling seamless enterprise discovery for litigation, investigations and compliance. OpenText™ EnCase™ provides 360-degree visibility across all endpoints, devices and networks. EnCase also supports information security needs with endpoint detection and response.

#### *Extend the ecosystem*

EP3 features new and improved ecosystem connectivity:

- EP3 broadens the reach of the **Experience Suite** with applications in the Microsoft® Azure® cloud and contact center integrations to Amazon Connect.
- In EP3, **Process Suite** expands integration capabilities with the Enterprise Information Systems (EIS) and Database frameworks, which simplify and deepen integrations with applications and databases. Using APIs, REST services and/or database schemas to connect, the frameworks translate objects from other systems (applications like Salesforce®, SAP®, or an Oracle database) into usable entities to build an application, breaking down siloes. EP3 also supports integration between Process Suite and OpenText™ Documentum™ via the CMIS connector.
- Smart process and machine learning in OpenText™ **Content Suite** improve performance and accuracy in OpenText™ Business Center for SAP® Solutions. EP3 automatically creates Microsoft® Office 365® Groups for new OpenText™ Extended ECM for Microsoft® SharePoint® business workspaces. OpenText™ Document Presentment integration with OpenText™ Exstream enhances the value of Document Presentment and adds integration to SAP® SuccessFactors®, SAP® Hybris® Commerce, S/4HANA® DB, and others. Finally, Engineering Document Management has been renamed Extended ECM

for Engineering and gains access to the native features of Extended ECM including OpenText™ Connected Workspaces and SAP Integration.

#### *Empower end users*

End user productivity and empowerment continue to be a key focus for Release 16 and our enhancement packs:

EP3 advances in **Experience Suite** help business users rapidly deploy microsites, modify and publish personalized content and, with the new OpenText™ Media Management Digital Hub, automate the syndication of media.

In EP3, **Business Network** delivers more B2B self-service with features such as user-defined custom alerts for events or non-events. EP3 also introduces OpenText™ RightFax™ Managed Services with implementation services, enabling users to focus on other IT and business initiatives.

In **Process Suite**, EP3 delivers significant advances in low-code development, enabling richer and more complex applications to be built more rapidly. It also provides increased UI capabilities to drive intelligent process automation with business rules improvements and compliance with key government accessibility regulations.

EP3 for **Content Services** features a new, modern UI for OpenText™ ApplicationXtender, and OpenText™ Core™ and OpenText Content Suite now feature Microsoft Office 365 integration, enabling users to make seamless edits. SAP Fiori® UI support improves usability of both OpenText™ Vendor Invoice Management and OpenText Business Center; improves web browser, mobile capture and mobile SDK for OpenText™ Captiva™; and significantly increases ease of ingestion and creation in OpenText™ InfoArchive.

With EP3, **OpenText™ eDOCS** launches a new app called InfoCenter Mobile, which provides the power and flexibility to access the eDOCS library anytime, anywhere. InfoCenter Mobile runs on iOS and Android™ and is bundled into eDOCS 16.3 at no additional charge.

EP3 also improves the usability and accessibility of search, review and analysis in the Discovery Suite.

Release 16 offers flexible deployment options on-premises, hybrid, or in the OpenText Cloud. Our Managed Services offerings and hybrid architectural options can help you find the path to the cloud that is right for your organization and adhere to spend profile, data sovereignty, hybrid integration and other requirements important to your businesses.

## **The complete engagement to insight flow**

A massive amount of content and unstructured information is collecting deep within your organization right now. Don't allow vital business insights to sit there undiscovered and untapped. Embrace digital disruption: Unlock the value of your information with Release 16 and Enhancement Pack 3, which brings with it the most comprehensive view of how information flows from engagement to insight in a digital enterprise. For more information, please visit [www.opentext.com/16](http://www.opentext.com/16).

[www.opentext.com/contact](http://www.opentext.com/contact)