

OpenText™ Extended ECM for AppWorks

OpenText Extended ECM for AppWorks extends the reach of ECM to all parts of the enterprise, injecting content into the context of business processes that cross multiple enterprise systems to improve insight, efficiency, and throughput.

As organizations work to modernize their technology and processes, case management is evolving beyond routine tasks to content-driven knowledge work.

Today's projects focus on digital transformation and customer experience, not just cost reductions and productivity gains. These new business goals require case management to support knowledge workers with dynamic case applications that can:

- Enable "master" workflows that manage workflows across multiple enterprise applications and systems.
- Orchestrate interactions across complex business networks that include external business partners.
- Align with increasingly complex, global compliance policies for enterprise content.

Finally, organizations are looking to process and case management to help them extend the value of previous investments they have made in core business systems such as enterprise resource planning (ERP), supply chain management, trading partner collaboration, asset management, customer interaction, finance, and employee success.

Extended ECM for AppWorks Bridges the Process Gaps

Extended ECM for AppWorks extends the reach of ECM to virtually any business process, bringing content into the context of processes that cross enterprise systems improving insight, efficiency, and results. It delivers the benefits of the OpenText™ Extended ECM Platform not only within lead applications such as Oracle®, Salesforce.com®, and SAP® but also across multiple lead applications. It also adds the ability to efficiently automate custom, content-rich processes such as dynamic case management applications.

Regardless of what types of applications and business processes you have in place, users work in the application they know while simultaneously gaining access to all of the information they need to get their jobs done. Behind the scenes, OpenText Content Server keeps this information updated via the Extended ECM Platform. Extended ECM for AppWorks integrates information derived via processes outside of the lead application as cross-application process flows take place, delivering a more complete picture of the business process.

SOLUTION OVERVIEW

OpenText™ Extended ECM for AppWorks orchestrates multidirectional content and data integration with workflows crossing enterprise systems. Your users gain context while processes continue to run in the enterprise business applications you already have in place or as content-rich custom applications, such as dynamic case management applications.

BENEFITS

- **Process productivity:**
Eliminate disconnected processes or manual processes that often fill gaps between steps in a business workflow.
- **Lower costs, more flexibility:**
Extend the life of existing systems and build content-rich applications with a low-code approach.
- **Information integrity:**
Ensure updates from neighboring applications are reflected in a single version of content.

Combined with the powerful capabilities of OpenText™ AppWorks, organizations can bring new efficiency and collaboration to business processes that reach across extended networks of employees and business partners and handle dynamic, unpredictable interactions guided by users' knowledge and enterprise content.

Extend the reach of business applications with AppWorks

In some cases, multiple enterprise systems must work in concert to orchestrate a single process. For example, the win-to-revenue cycle may involve sales opportunity states tracked in Salesforce.com, a contract managed centrally in the ECM, and a sales order in SAP.

Extended ECM for AppWorks enables organizations to create "master" workflows that consistently orchestrate all of these processes, while the responsible parties see consistent content in context through OpenText™ Connected Workspaces embedded in the systems they are already using. As the process completes, all business objects and metadata are synched via multi-directional integration capabilities. AppWorks can also manage additional approval steps that take place outside of one of the lead systems, closing down "white space" between systems where there is often little automation. Finally, Extended ECM for AppWorks offers a practical way to engage external users in internal processes, providing seamless content and business object updates without giving external users direct access to internal systems or content repositories.

Deliver connected content for dynamic case management

Connected content for dynamic case management and Extended ECM for AppWorks offer low-code development of powerful, content-rich applications to automate any business process—including dynamic case management applications. Users gain a single, 360-degree view of the process they are working in and all of its relevant content through a Connected Workspace.

With dynamic case management, a case may include many different steps crossing different systems and following a complex workflow that requires input from and updates to multiple documents. Content managed by Content Server and other content repositories often houses the content that needs to be acted on in the case. AppWorks drives action on that content, guiding knowledge workers on what action makes the most sense based on an analysis of historic events within similar cases. Extended ECM for AppWorks maintains the integrity of that content as the case progresses. From the users' perspective, content and actions sit side by side in one user experience, just how people actually work.

Offer the benefits of Extended ECM to new business applications

With Extended ECM for AppWorks, OpenText offers the same types of solutions available to SAP, SAP® SuccessFactors®, Oracle® E-Business Suite, and Microsoft® SharePoint® customers through the Extended ECM Business Applications on top of any enterprise system. AppWorks provides a system-agnostic integration layer that greatly simplifies cross-system workflows and both business object and metadata synchronization.

Subject matter experts can quickly configure integrations once developers build the appropriate web services API calls or custom connectors for any kind of API technology. They dictate the flow of information between the various systems of record using the

According to the Forrester Q2 2016 Digital Business Automation Survey, while cost reductions and productivity were the primary drivers for more than half of organizations' process improvement efforts two years ago, digital transformation and customer experience improvement will drive more than 80 percent of the efforts two years from now.

DIGITAL TRANSFORMATION AND CUSTOMER EXPERIENCE
FRAME THE NEW BUSINESS CASE FOR BPM, SEPTEMBER
2016 FORRESTER REPORT.

drag-and-drop functionality of OpenText AppWorks' low-code environment. All of the complexity is abstracted from the subject matter experts.

Functionality in Detail

In-context, 360-degree views for the extended enterprise

Connected Workspace brings rich information about people, process, data, and tasks into one view. Templates ensure that folders, metadata, records management, and permissions are created and applied in the background. With Extended ECM for AppWorks, the information in that Workspace is not only updated by Content Server via Extended ECM, but also includes information derived via processes outside of the lead application, delivering a more complete picture of the business process. In addition, Extended ECM for AppWorks makes it simple to extend these views to external users without exposing internal systems or doing extensive custom development.

Business applications that work better together

With Extended ECM for AppWorks, updates to business objects and metadata stay synchronized not only between one application and your ECM system but also between multiple applications that are working in concert within complex processes such as customer or employee onboarding or a complex customer quotation process. It is no longer up to your users to resolve conflicts between systems or perform manual updates.

Simpler development and deployment of content-rich applications

Extended ECM for AppWorks makes it much simpler for developers and subject matter experts to build applications that take advantage of the functionality offered in OpenText™ Content Suite. For example, entities that you create in AppWorks are automatically mapped to Connected Workspaces. And everything is low-code, so you can quickly adapt your application to emerging business needs.

HIGHLIGHTS:**CREATE A CONNECTED WORKSPACE**

AUTOMATICALLY WHEN AN ENTITY IS CREATED
WITHIN APPWORKS.

- Instant access to the relevant information within a process while taking advantage of the low-code, information-centric process design for dynamic case management and other digital process automation projects.

SYNCHRONIZE BUSINESS DATA AND RELATIONSHIPS
AS THE PROCESS GOES THROUGH VARIOUS STAGES.

- Ensure that all systems maintain the same version of the truth.
- Automate the approval steps that take place in the “white space” between systems.

SYNCHRONIZE USERS AND ROLES
BETWEEN APPWORKS AND CONTENT SUITE.

- Improve security and maintain compliance by consistently controlling access to information.

LINK WORKSPACES AND CONTENT
TO BUSINESS OBJECTS.

- Provide end users an in-context, 360-degree view of the information they need to get their jobs done.
- Ensure that all systems maintain the same version of the truth.

EMBED THE CONNECTED WORKSPACE USER INTERFACE
WITHIN ANY SYSTEM OR PROCESS.

- Give users the information they need without requiring them to switch between systems.
- Easily extend Connected Workspaces to external users without giving them direct access to internal systems or content repositories.

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