OPENTEXT™

OpenText™ Process Suite

Process Suite accelerates the time from request to results. It is a complete business process management (BPM) and case management system, which enables organizations to become more agile, more productive, and more competitive. At the core, is the Process Suite Platform (Process Platform), which delivers the power and flexibility to digitize, automate and integrate processes across functions, systems, machines and clouds. The suite also includes applications that speed deployment for specific business solutions and add-on products that extend the value of the platform. Together, the Process Suite components enable organizations to craft the optimal process and case automation environment for their particular needs.

The Changing Nature of Business

Business is changing for most organizations. Digitalization is quickly becoming an essential business requirement with the introduction of new technologies, new regulations, plus a changing workforce and new expectations from the "digital customer." With these digital disrupters, comes the need to keep pace with quickly changing market needs, competitive forces, and growth initiatives, which are all are forcing organizations to become more nimble.

Addressing these challenges requires increased agility, which is unfortunately often hampered by traditional IT systems and approaches. IT organizations talk about how their software initiatives cannot keep pace with needed business changes. Research shows that a high percentage of IT professionals indicate their IT budgets are absorbed by maintenance and updates, that system inflexibility limits their ability to change process, and their core systems have poor cross functional processes.

The agility problem is apparent in the fact that typical cycles for change in business operations is three to six months; the cycle for change in business strategy is one to two years; but the average change cycles for core software solutions and IT infrastructure is

TOP FIVE FEATURES OF THE PROCESS SUITE 16 PLATFORM

- **Unified Platform:** Combines process and case management in one system to help you automate everything from the simplest to most complex processes.

- **Simplified Application Development:** New, low-code approach to building process-based applications significantly reducing the time-to-solution.

- **Greater Integrations:** Integrations that deepen the information exchange between Process Suite, the OpenText Portfolio, external systems and applications

- **Enhanced Usability:** Collaboration capabilities and Process Intelligence for advanced reporting and analytics

- **New Business Applications:** Prebuilt applications by OpenText and Partners + customer-specific solutions

six to 10 years. By the time a process automation solution is rolled out to the business group, needs have often changed and the system is not considered effective.

And it is not just flexibility that determines the speed of solution development. How the solution is developed and by whom can also significantly influence the timeline for delivery. In today's environment, business users (aka subject matter experts) are looking to design and build the solution they need on their timeline. And they will take a different approach than the typical Enterprise Architect or Process Architect.

Subject matter experts start with how the information asset (what they are working on) needs to be managed and then they build the process to manage it. This approach, which we call information-driven design, is an alternative to process-centric design and is more intuitive for the business user. Every process or case has information assets that need to be managed. With this approach, the information assets for a case or process become the starting point. The process doesn't go away, it is just built at a different point in the design effort.

This approach, coupled with a simple way to build process applications, empowers business experts to engage in the creation of the solution they need. The result is faster, more effective solutions.

Connecting with Content for Context

As organizations around the world experience massive digital disruption and automation of information tasks, they need an integrated platform, which will facilitate the process-related flow of information throughout the business in human-to-human, human-to-machine and machine-to-machine interactions and processes.

Managing this information goes beyond simple data storage and security to how the information flows through an organization and its wider eco-system. This is not new, processes need content and content is managed with process – whether it be a form, file, media or voice. However, how the process manages the content – the level of integration - is critical to the value of the content at each step in the process.

Processes connecting with content beyond simply moving that content is new. Not only should the content be moved between systems and applications, it must be associated with each step throughout the process, so the user receives it in context when actions need to be taken.

Increasing the ability to manage the content directly in the process, improves the productivity of the process, and business users gain greater context and insight. When it is easier to find and use enterprise content, productivity increases. You can collaborate with internal and external teams by automating business processes, and by integrating content and data insights into business processes.

BPM Going Forward

Traditionally, BPM was implemented to control and manage processes. The goal was rigid, repeatable processes that removed risk and variation. But expectations of BPM are shifting with an increased focus on flexible processes (aka case management) that can be directed by business experts.

By the time IT has delivered the solution to the business, needs have changed and the solution often does not meet the original objectives.

This shift from process management that delivers cheaper, better, faster processes to one that delivers dynamic, agile and personalized processes is essential to support digital transformation. As companies go digital and the information flows across systems, the required behavior of the processes change.

This change is simply from process to case and back. Most processes that span a business are at times structured (process) and at other times more ad hoc (case). Being able to manage processes as they go from structured to case and back again supports the reality of business. Companies benefit from the simplicity of a single system to run their businesses with the flexibility to do so as they need.

OpenText Process Suite 16

Process Suite 16 was built to power the digital business with advanced process management and case management capabilities, a simplified and intuitive application development platform, world-class EIM, ERP and CEM integration and robust process-orchestration functionality. Process Suite 16 also includes the capabilities to perform in-depth analytics and reporting to create visibility into process performance.

Process Suite 16 includes:

Process Platform

- Core engine to design, build, deploy and manage business processes

- Case Management for flexible, case related processes that combine structured and unstructured information.

- Entity modeling for low-code, reusable application development

- OpenText™ Process Intelligence providing dashboards, reporting and analytics on process performance

- OpenText™ Directory Services

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Process Suite Applications

- **OpenText™ Contract Center** – An out-of-the-box solution for all aspects of contract processing, from initiation and request, to authoring, negotiation, approval, execution, management, and renewal.

- **OpenText™ RFx Center** –A web-based bid management solution that delivers full transparency, while managing all phases of the procurement process to reduce the costs associated with complex procurement processes, which are inefficient, highly manual and error prone, and non-trackable.

- **OpenText™ Cloud Service Brokerage** – A feature-rich solution that allows organizations to create new application services, and automatically provision and orchestrate both on-premise and cloud-based services that make up a new product, value added service or application, despite the fact that these capabilities come from many providers and sources.

Process Suite Add-Ons

- **OpenText™ ProVision** – For business architecture analysis for process initiatives, to understand the broader set of impacts from a process automation initiative.

- **OpenText™ Capture Center** – Includes OCR and ICR capabilities to provide a digital onramp for process automation.

- **OpenText™ AppWorks Gateway** - includes RESTful APIs for our full set of OpenText EIM products and capabilities. Includes access to a developer community for support, code snippets, and other resources to help developers more easily integrate EIM (document management, content management, automated correspondence, information discovery, and information exchange) capabilities into their automated workflows.

New Simplified Application Development

Business and IT rarely speak the same language, which creates a communications gap that often results in delays during the development and deployment of process or case applications. Process Suite 16 removes this barrier and speeds the time to use with an intuitive development approach, which enables the business expert to directly engage in application development via a drag and drop UI. When development support is required, the developer works within the same environment as the business expert, streamlining communication and speeding the time and success of delivery.

Process Suite 16 delivers this capability via entity modeling. Entity modeling is a new low-code application development approach that delivers case management capabilities. It supports "information-driven design," which enables the business user (aka subject matter expert) to think about information first, followed by how the process needs to flow.

The driving force behind entity modeling was to create a shared framework that ties together the common aspects of a process application's domain. Applications designed to address process or information management needs have common elements. Those elements can include lists, dashboards, navigation, forms, etc. By building a framework providing these common elements along with a compositional approach to specify functionality, entity modeling delivers:

Process Suite lets IT and LOB organizations develop and deploy solutions the way they want - from packaged applications to low-code development.

1. An intuitive way of modeling the business domain that is close to how the subject matter experts conceptually think about it

2. The ability to guide the subject matter expert as much as possible when navigating through the domain model to express business logic

The result is an application development platform that speeds the time to market for new applications, simplifies effort required to modify and update processes, allows for experimentation and creates a common language for business and IT.

How Process Suite 16 is Different

When it comes to speed and agility, the Process Suite can bridge the gap between the systems of record and the users, both inside and outside the organization. It delivers context-rich processes through tight integrations with content repositories, systems of record, media libraries and more. Simplified application development streamlines and speeds the time to use of new applications, and enables business experts to modify and update processes as needed.

These capabilities provide the agility companies need today. With Process Suite 16, the whole organization has the tools it needs to communicate and deliver on business objectives. Both business and IT can better work in sync to develop and deploy applications in the styles and methods that fit the business needs. Process Suite 16 is unique in its ability to accommodate a wide variety of development styles, including packaged applications, simplified application development, model-driven development with process and case modelers, and code-level development APIs, tools and resources.

OpenText can also provide a very broad set of information management application services from a single vendor, including: content and document management, records management, information governance, automated correspondence inside and outside the firewall, information exchange capabilities and enterprise information discovery capabilities.

Finally, the Process Suite meets the needs for flexible deployment across an organization, and includes deployment options that include SaaS, PaaS, on-premises, and managed services.

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