



opentextTM

Low-Code Application Development

The New Frontier for Cloud Applications and Process
Automation

Innovation Tour | Arsalan Minhas, Director Solution Consulting

Something interesting is happening in our lives



Digital Disrupter Example

insure
the
box 



insure the box: What they do



1 They fit a clever little device into your car



2 The device measures how well you drive



3 View feedback on how you're driving



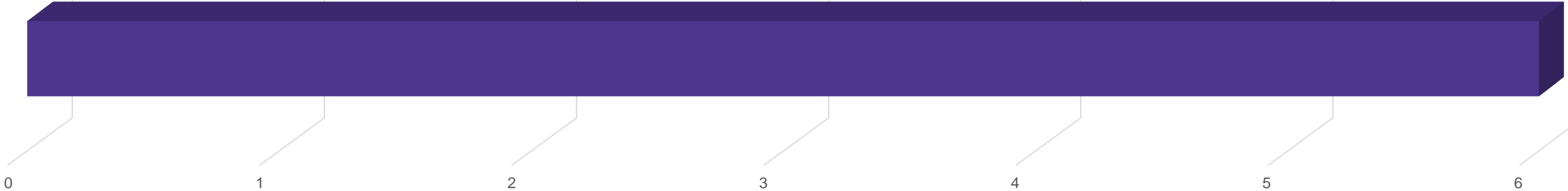
4 Good drivers could save money on their car insurance

Business Challenge



From 9 months → 1 week

Customer Portal (rewrite)



■ Customer Portal (rewrite) ■ New Brand ■ New Brand back end ■ Request Quote

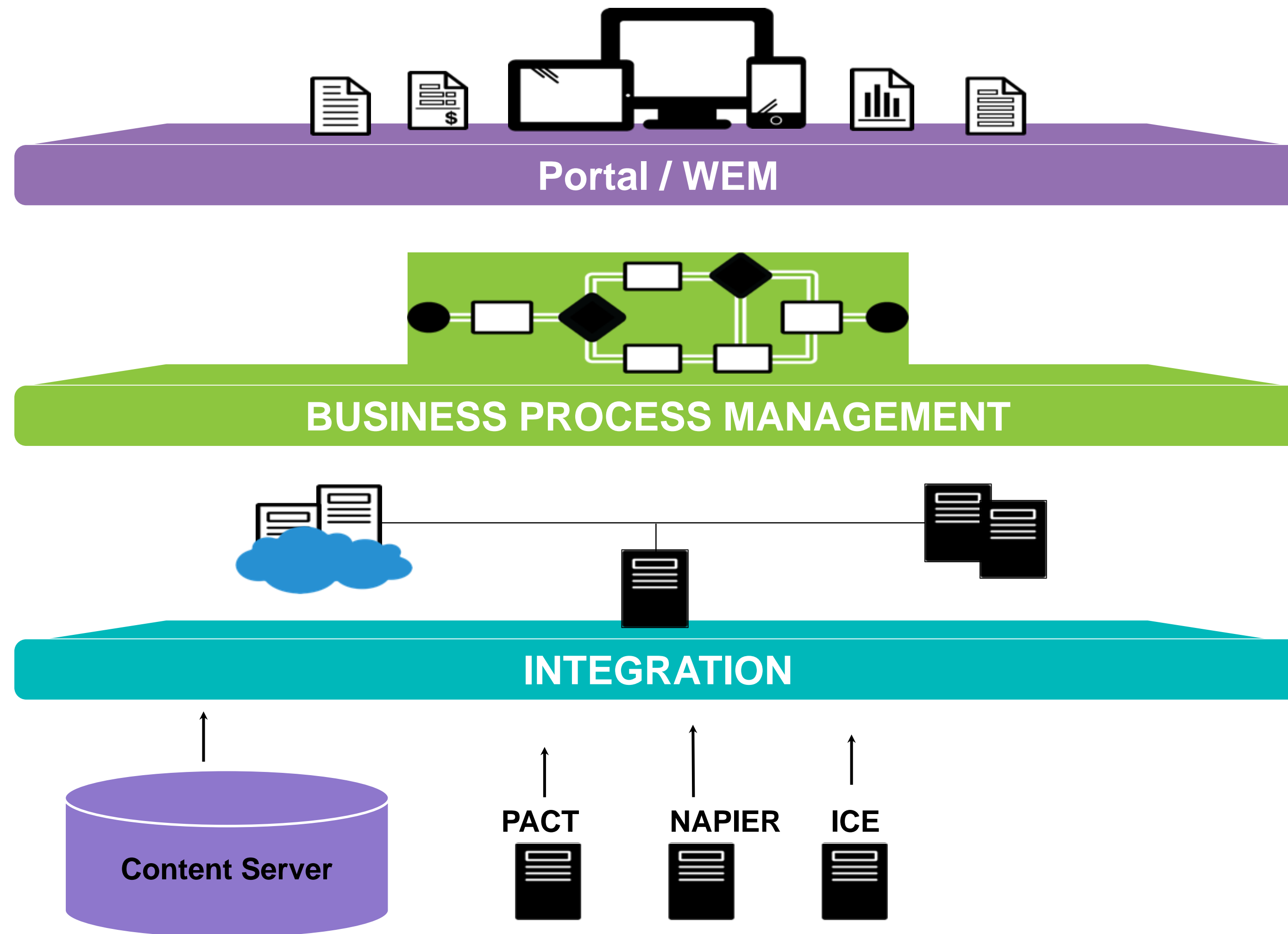
OpenText Solution



EXPERIENCE

PROCESS

CONTENT



40%
Growth

500\$
Savings

1 week
Onboarding

insure
the
box 

BOX 

Aligning with Market Needs

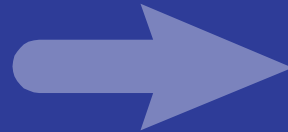
Before



Deploy in 6 months
Modifications in
yearly cycles

0110101101
1011010110
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1011010110

Extensive code base for
user experience and
integrations

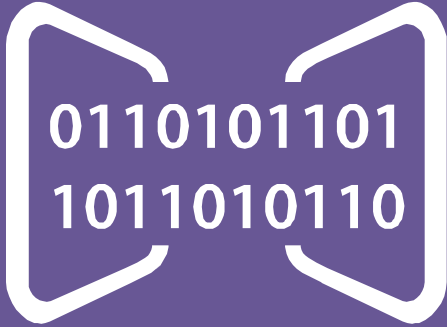


Rigid, rules-based process
definitions led by process
analysts, no runtime flexibility
for users

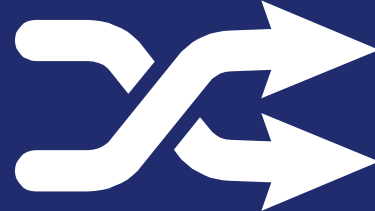
After



Prototype in weeks
Iterate many times per year



Low-code building blocks,
drag-and-drop integration
configuration



Information-led process design,
Led by subject matter experts,
Users can adapt processes
based on individual cases

Low-Code @ OpenText

Analytics

Analysis, reports, dashboards

- OpenText Information hub
- Pre-built reports
- Integration with Magellan

Case Management

Applications and solutions

- CMMN—case modeling
- EIS frameworks
- Pre-built components

Process Automation

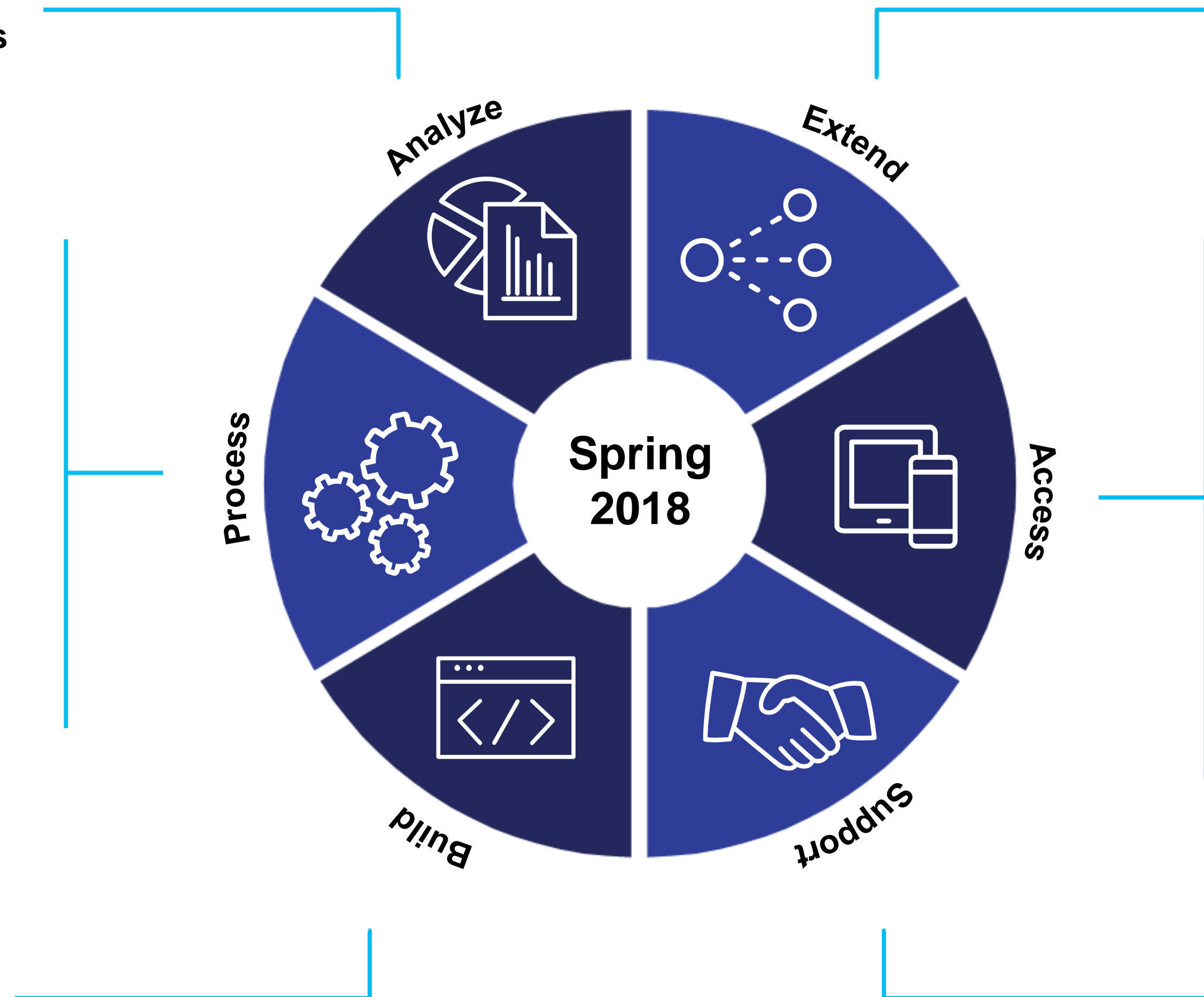
Intelligent Automation

- BPMN—process modeling
- Integrations/ ESB
- Cloud ready

Low-code

Information-driven design

- Building blocks
- Accelerators
- Data models



API gateway

API and services management

- Manage and deploy custom APIs, web services, content services and mobile apps
- Common install
- Usage reporting

Mobile development

Multiple development options

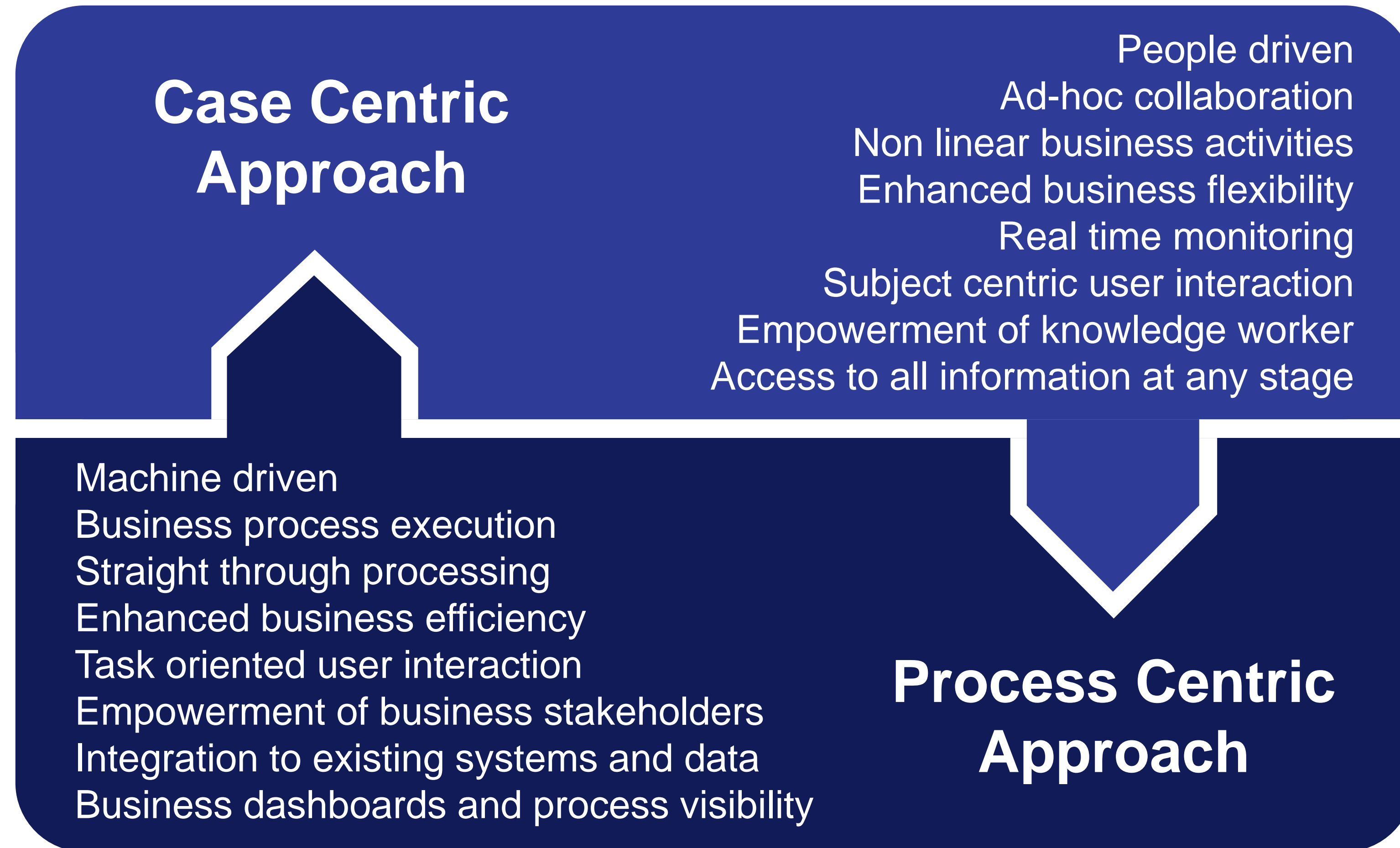
- HTML 5 development
- Extend clients to desktop and browsers
- Supports custom-code mobile app development

Developer

Resources and support

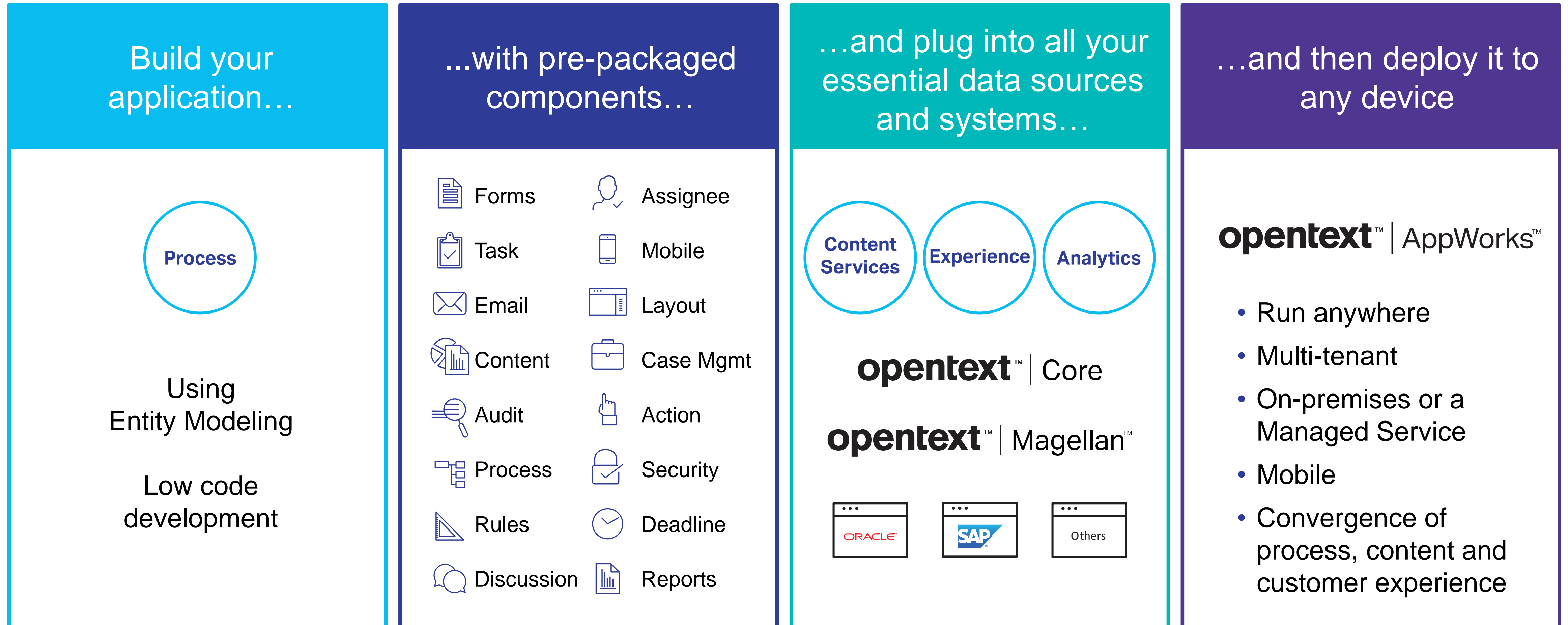
- Documentation
- Code/ platform access
- Community
- Education/ training

Broad business coverage

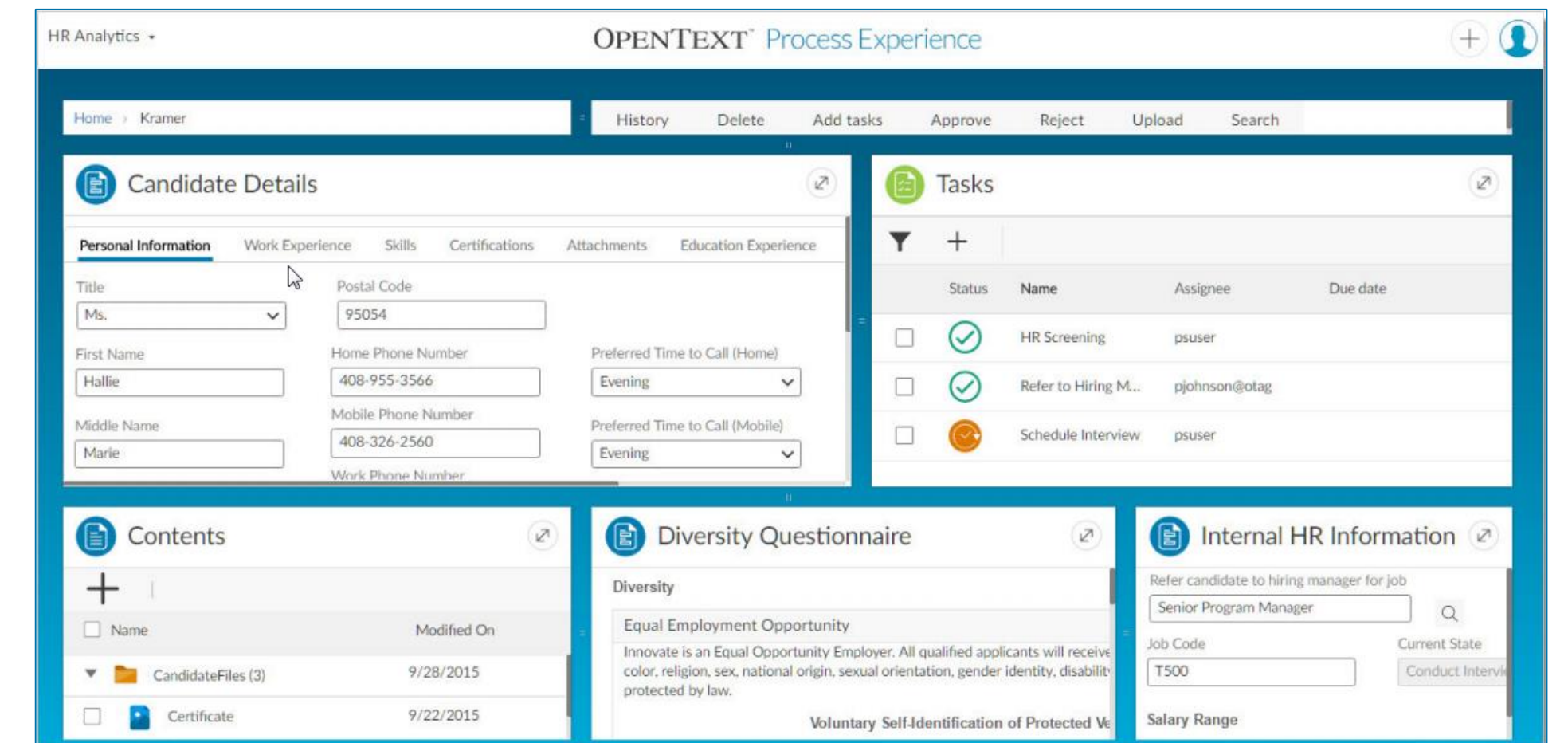
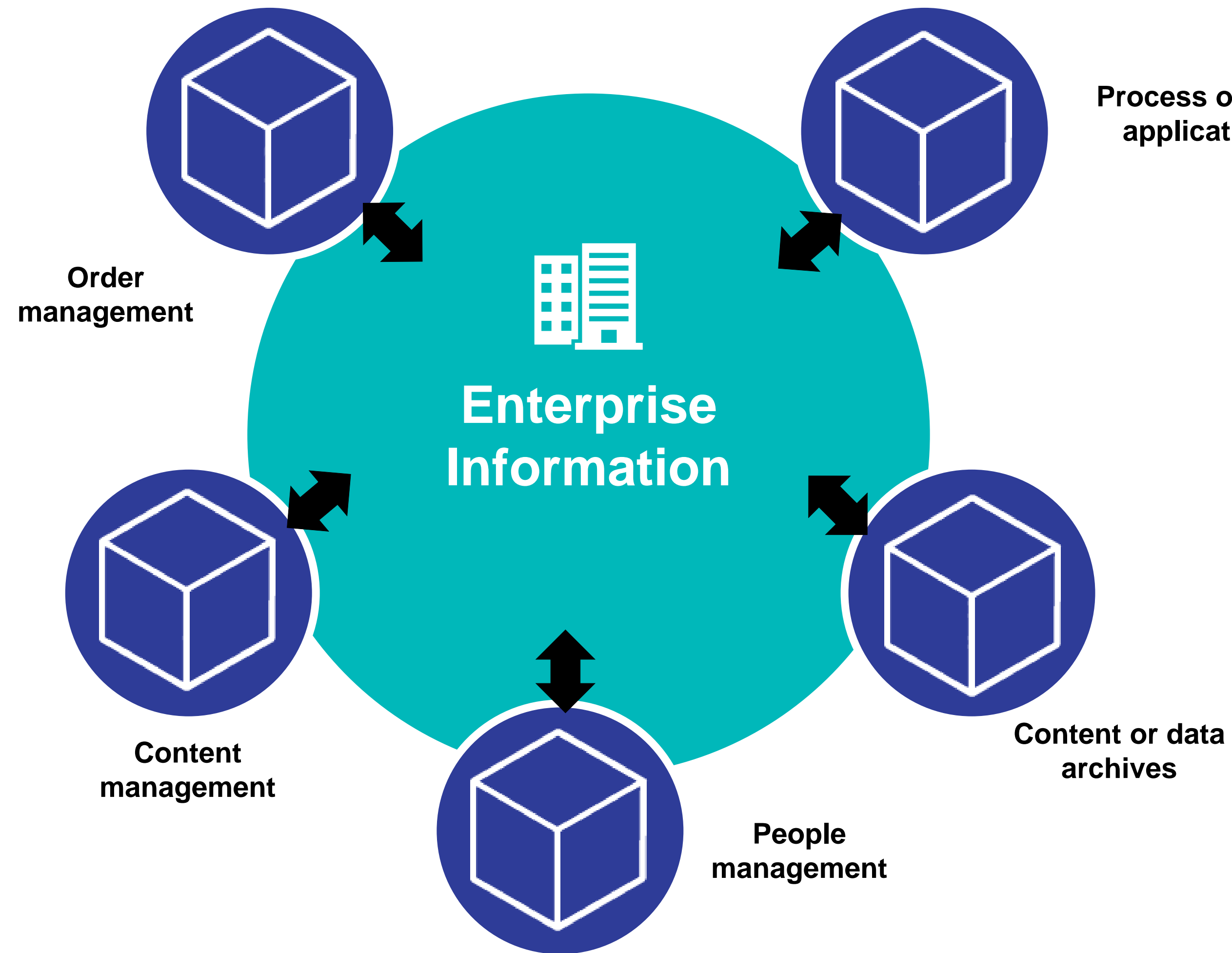


- Investigative**
 - Fraud
 - Legal
 - Regulatory compliance
- Service request**
 - Customer service
 - Underwriting
 - Claims
- Incident management**
 - Order exception management
 - Healthcare
 - Complaint management

How AppWorks Low-Code works



Applications connect information silos to drive action



OpenText People Center

The screenshot displays the OpenText People Center interface, divided into several sections:

- Employee center:** Located at the top left.
- My profile:** Shows a user profile for 'Thomas' with a photo and name.
- My document requests:** A table showing document requests with columns for Subject, Assigned to, Assigned date, and State. A blue callout box highlights 'Faster inquiry and issue resolution' over this section.
- Help topics:** A list of help topics including 'Procedure to change marital status', 'Foreign Travel', and 'Compensation policy and procedure'. A blue callout box highlights 'Seamless self-service, even for complex organizations' over this section.
- All my cases:** A table showing a list of cases with columns for Case ID, Summary, Requester, Priority, Case owner, Status, Created date, and Last modified date. A teal callout box highlights 'Better case visibility and SLA monitoring' over this section.
- Consistent information access and best practices:** A purple callout box at the bottom center.

Each section includes a '200 per page' dropdown and a '1 of 1' or '12 results' indicator.

Flexible low-code platform

We support the full range of deployment options



On Premise



Cloud Subscription



Hybrid

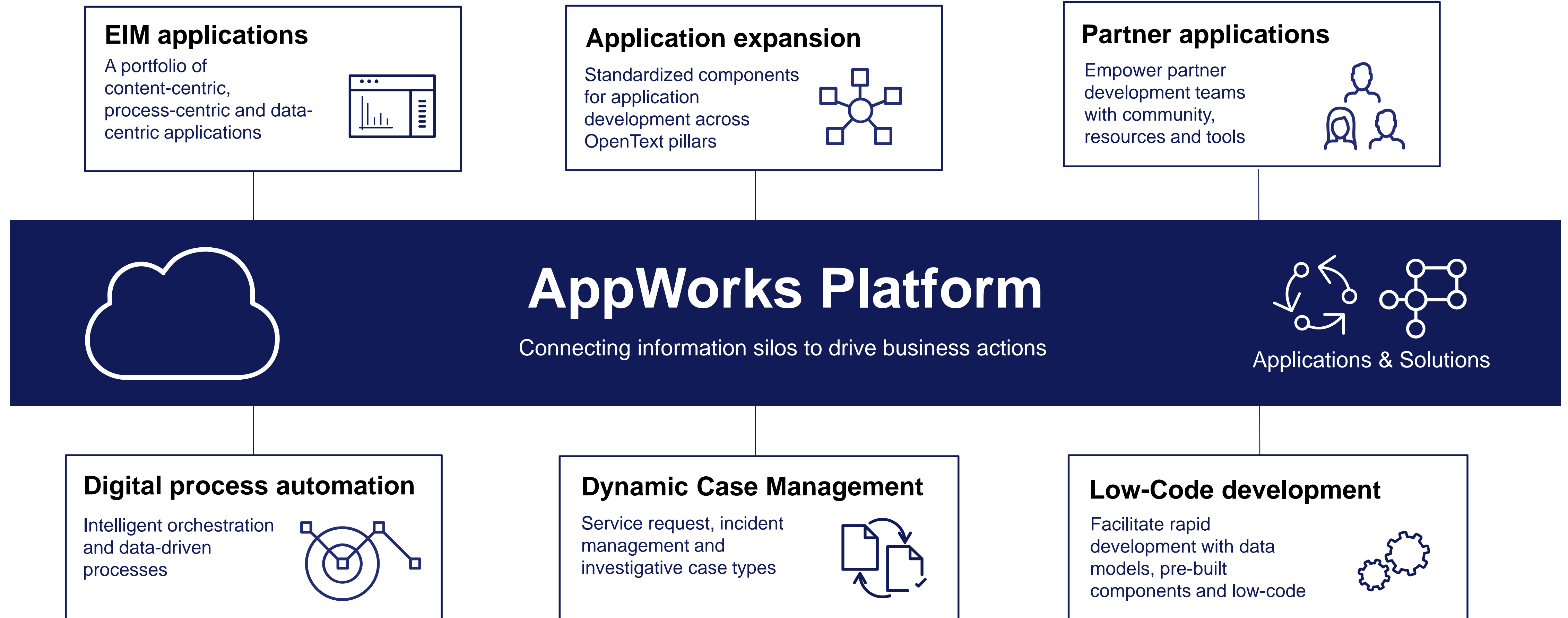


SaaS Applications



Managed Services

Providing advanced EIM capabilities in the Cloud



Process automation across the OpenText EIM Portfolio

Driving content, data and customer-centric processes

Process automation strengthening our EIM portfolio

	Acting on insight	Orchestrating supply chain actions	Automating response to security threats	Making information active
	Magellan + Process Suite	Business Network + Process Suite	EnCase + Process Suite	Content Server, Extended ECM and Media Management + Process Suite
USE	Take action within a process or trigger a process automatically based on data	Automate customer onboarding and optimize provisioning processes	Automate security processes to speed investigations and response	Provide content in context, across multiple, disparate repositories
VALUE	<ul style="list-style-type: none"> • Speed • Smarter actions • Predictive processes 	<ul style="list-style-type: none"> • Lower risk • Consistent experience • Resource management 	<ul style="list-style-type: none"> • Speed breach detection • Reduce errors • Increase efficiency 	<ul style="list-style-type: none"> • Improve customer experience • Simplify access • Improve productivity

Extended ECM for Process Suite

Building a bridge between Content & Process

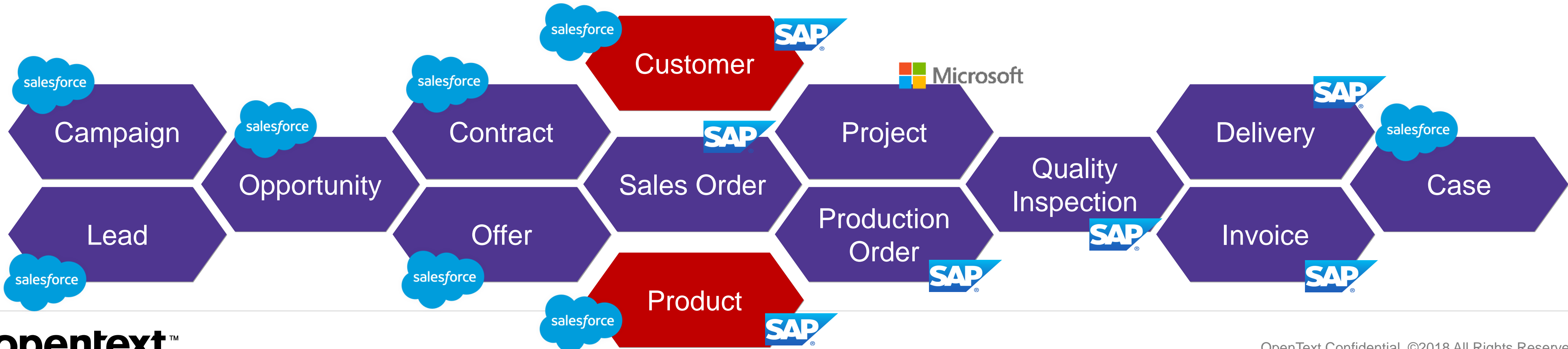
Let's look at a real life business process



OpenText Process Suite
Connecting information silos to drive business actions



Collaterals	Offer	Sales Order	Engineering Drawings	Purchase Orders	Case / Problem Documentation
Product Information	Contract	Order Confirmation	Project Documentation	Material Requirements	Customer emails
Leads Sheets	Product Specification	Requirements Specification	Detailed Specification	Quality Inspections	Solution Description



Extended ECM for Process Suite

- Native integration with the Extended ECM Platform
- Prebuilt Business Workspace Entities
- Ability to embed the Connected Workspace user interface within any system or process

Deliver Simplicity

Extended ECM

1. Information in context of business process
2. Content management capabilities
3. Connected Workspaces



Process Suite

1. Rich, low-code app development
2. Case management to easily manage workflows across people, systems, transactions
3. Extensive integration capabilities



Content-Centric Applications

- ✓ Business Workspaces for home-grown applications
- ✓ Business workflows that cross lead applications
- ✓ Automation of adjacent, manual processes for improved lead app results

Seamless integration of Process and Content



Business Workspace

DATA PEOPLE

CONTENT TASKS

Business Workspaces

Relations

Meta Data

Customer	ABC
ID	4711
Date	21.12.2009
Status	Prospect
Owner	Meier

Collaboration

Business Object

Folder Structures

- Folder 1
- Folder 2
 - Sub Folder 1
 - Sub Folder 2
 - Sub Folder A
 - Sub Folder B
- Folder 3

Workflows

Roles

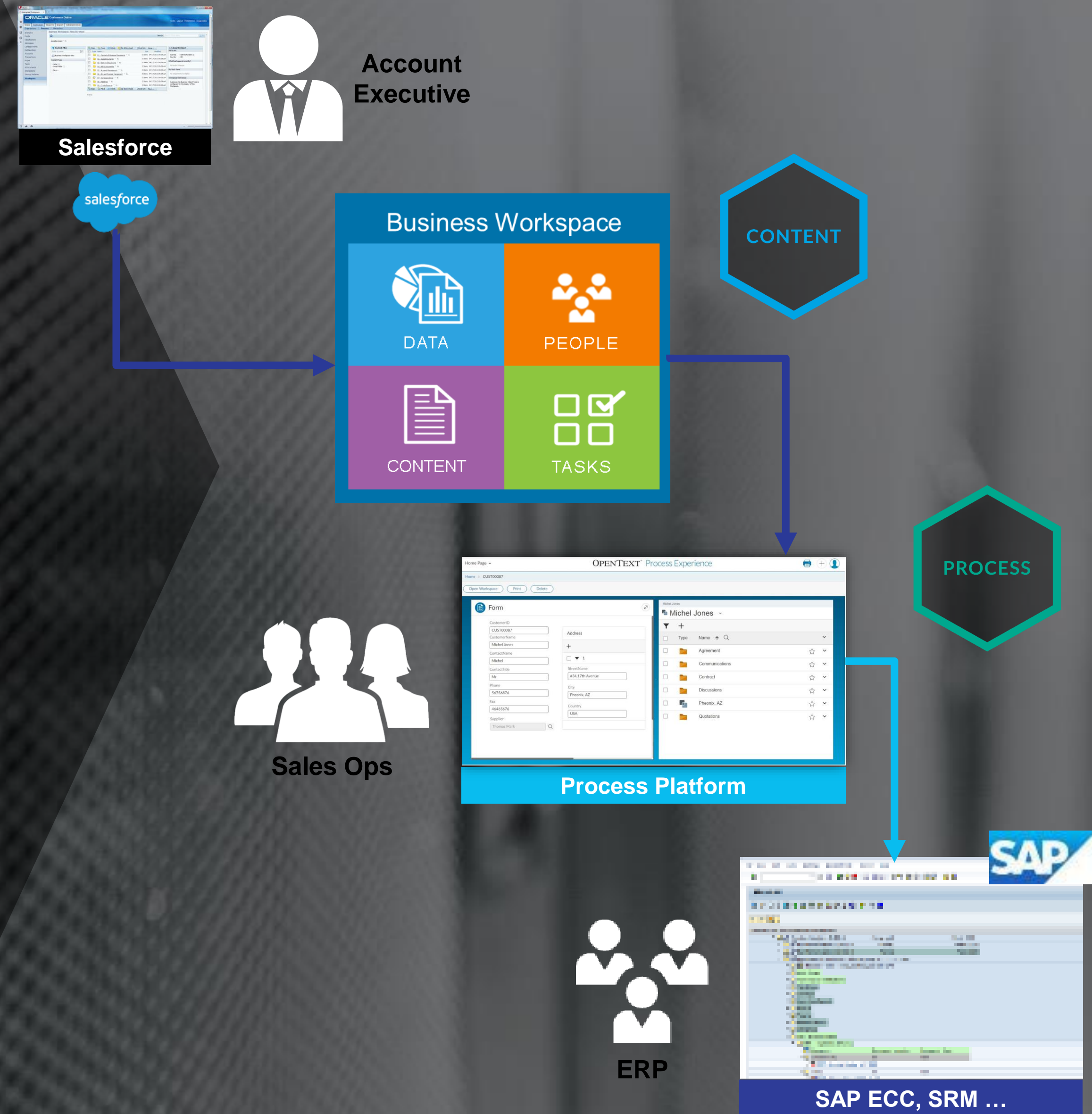
Documents

Records Mgmt.

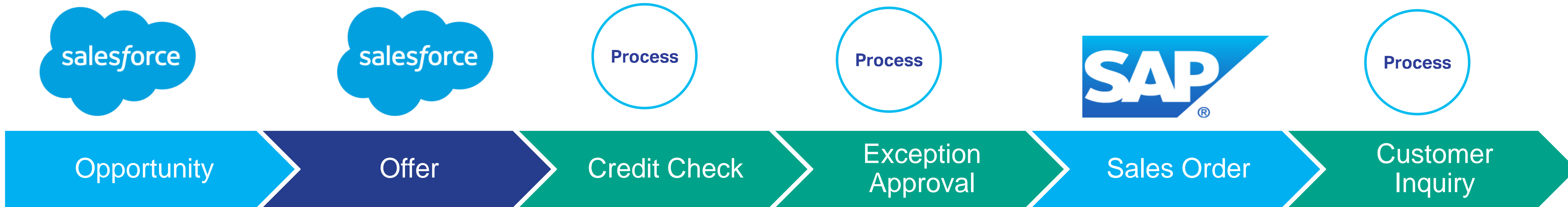
CONTENT

Use Case: Opportunity to Order Process

- An account/opportunity is created in Salesforce.com
- This action creates a Business Workspace in the Extended ECM Platform
- Automatically triggers Approval Workflows in Process Suite including:
 - Automated credit checks, D&B lookups
 - Credit manager review
 - Regionalized Customer validation
- At the end of the Approval Workflow, the process creates a Customer Order in SAP



Use Case: Opportunity to Order Process



Call Center Agent | OPENTEXT Process Experience

Home > 50031 > Sales Order Layout

Print Add tasks

Form Business Workspace Tasks

Order ID	Order Type	Overall Status	Logistics Provider
000000289		Open	DHL
Net Value	Currency	Delivery Status	
32500.00	EUR	Not delivered	
Payment Terms	Pick Up Date		
	11/08/2016		
Sold-to Party	Requested Delivery Date		
Global Trade AG	11/09/2016		
Ship-to Party	Delivery Date		
Global Trade AG			
	888169		

Delivery Status Details form Logistics Provider

Date	Status
11/08/2016 12:00 AM	Transport order received via elec...
11/08/2016 6:00 PM	Pick-up of consignment
11/09/2016 1:00 AM	Consignment processed in logisti...
11/10/2016 4:00 AM	Conignment left logistic center

One view across all the applications

Salesforce

Account Detail

Account Owner: Bob Davis (C)
Account Name: Global Trade AG
Parent Account: Global Trade AG
Account Number: 50031
Account Site: Frankfurt
Type: Customer - Direct
Billing Address: GutleustraÙe 155, Frankfurt, 60330, Germany
Customer Priority: High

OpenText Workspace

Global Trade AG (50031)

- 01 - Account Management
- 02 - Meetings
- 03 - Correspondence
- 04 - Onsite Reports
- 05 - Opportunities
- 06 - Sales Contracts

Process Experience

Credit Exception Processing

Home > 000304

Add tasks | Approve Exception

Connected Workspace | Tasks

Opportunity Name: Global Trade - Pumps (FD) | Account Name: Global Trade AG

Amount: 25000.00 | Expected Revenue: 12500.00

Expected Close Date: 01/24/2017 | Opportunity ID: 000304

Customer Account Balance

Order Volume current Year in €: 434000.00 | Account Balance current Year in €: -391000.00

DNB Rating: none

SAP

Incoming Order

25,000.00 EUR
Data validation

Global Trade AG (50031)

Type	Name	Amount
Computer World	3,488.00 USD	
Computer World	7,000.00 USD	
Jefferson's Hypermarket Ltd.	158,376.00 USD	
Jefferson's Hypermarket Ltd.	132,572.00 USD	
Jefferson's Hypermarket Ltd.	4,320.00 USD	
Jefferson's Hypermarket Ltd.	7,200.00 USD	
Jefferson's Hypermarket Ltd.	7,760.00 USD	

Extended ECM

000304 - Global Trade - Pumps (FD)

Overview | Documents | Related | Analytics

Type	Name	Size	Modified	Customer
01 - Qualification Documents		0 items	01/24/2017 1:49 PM	
02 - Technical Documents		3 items	01/24/2017 1:50 PM	
03 - Meetings		0 items	01/24/2017 1:49 PM	
04 - Correspondence		0 items	01/24/2017 1:49 PM	
05 - Products		1 item	01/24/2017 1:49 PM	
06 - Sales Quotations		0 items	01/24/2017 1:49 PM	
07 - Sales Orders		0 items	01/24/2017 1:49 PM	

Citizen Services

Improving Citizen and eGovernment Services

with case management together with ECM for service request, approval request or incident management solutions

Building permit management

- Citizen requests an explanation from a Government agency or a Building Permit in "Permit Portal"
- Experts or the Permit Managers review the request and route content to various reviewers
- Portal provides visibility to Contractors and Inspectors
- Department completes work request
- Approval for the request, or additional activities then concluded all in closed-loop system

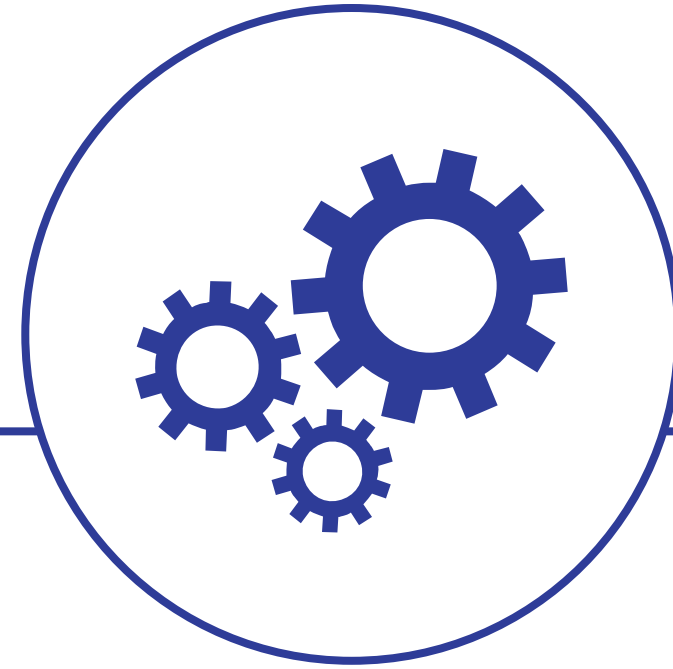
Summary: OpenText Business Value



Innovation

- Cognitive
- Data-driven
- Better connected

Smarter



Low-Code Dev

- User driven
- Fast to deploy
- Reusable components

Easier



Apps & Solutions

- Purpose built
- Simple and targeted
- Easily extended

Engaging

opentext™

Thank you



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