opentext™

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

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Digital Disrupter Example

insure the box: What they do

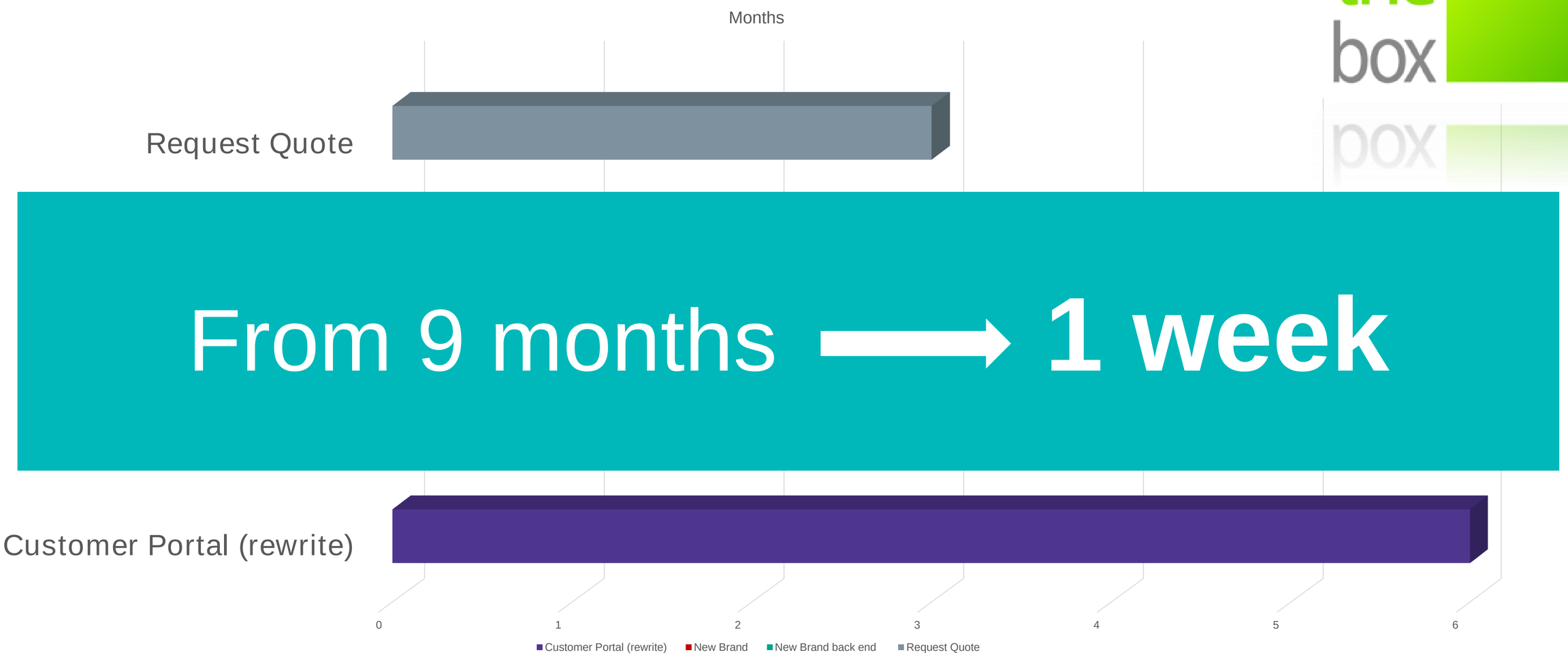
1. They fit a clever little device into your car

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



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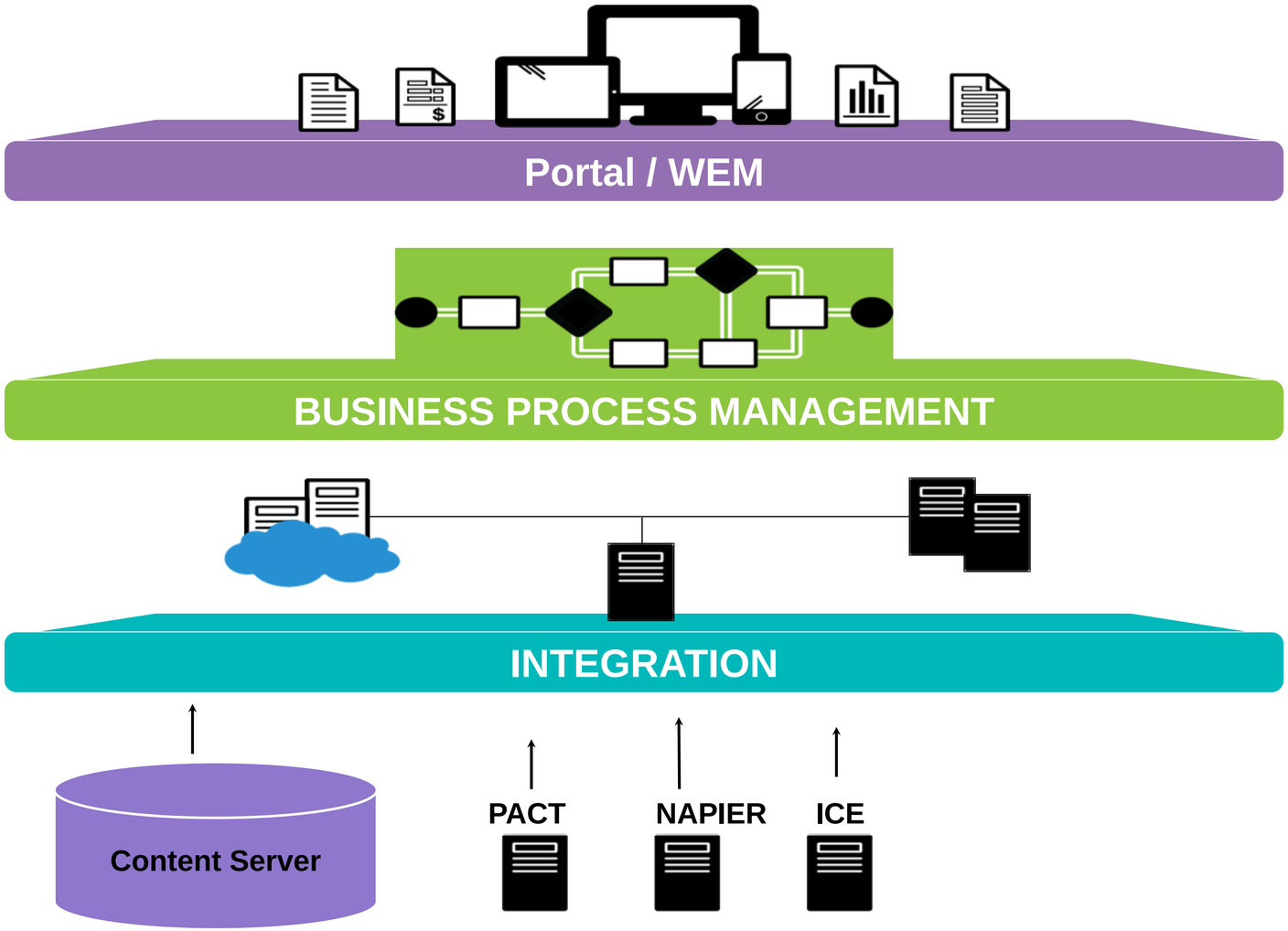
OpenText Solution

EXPERIENCE

PROCESS

CONTENT



insure the box

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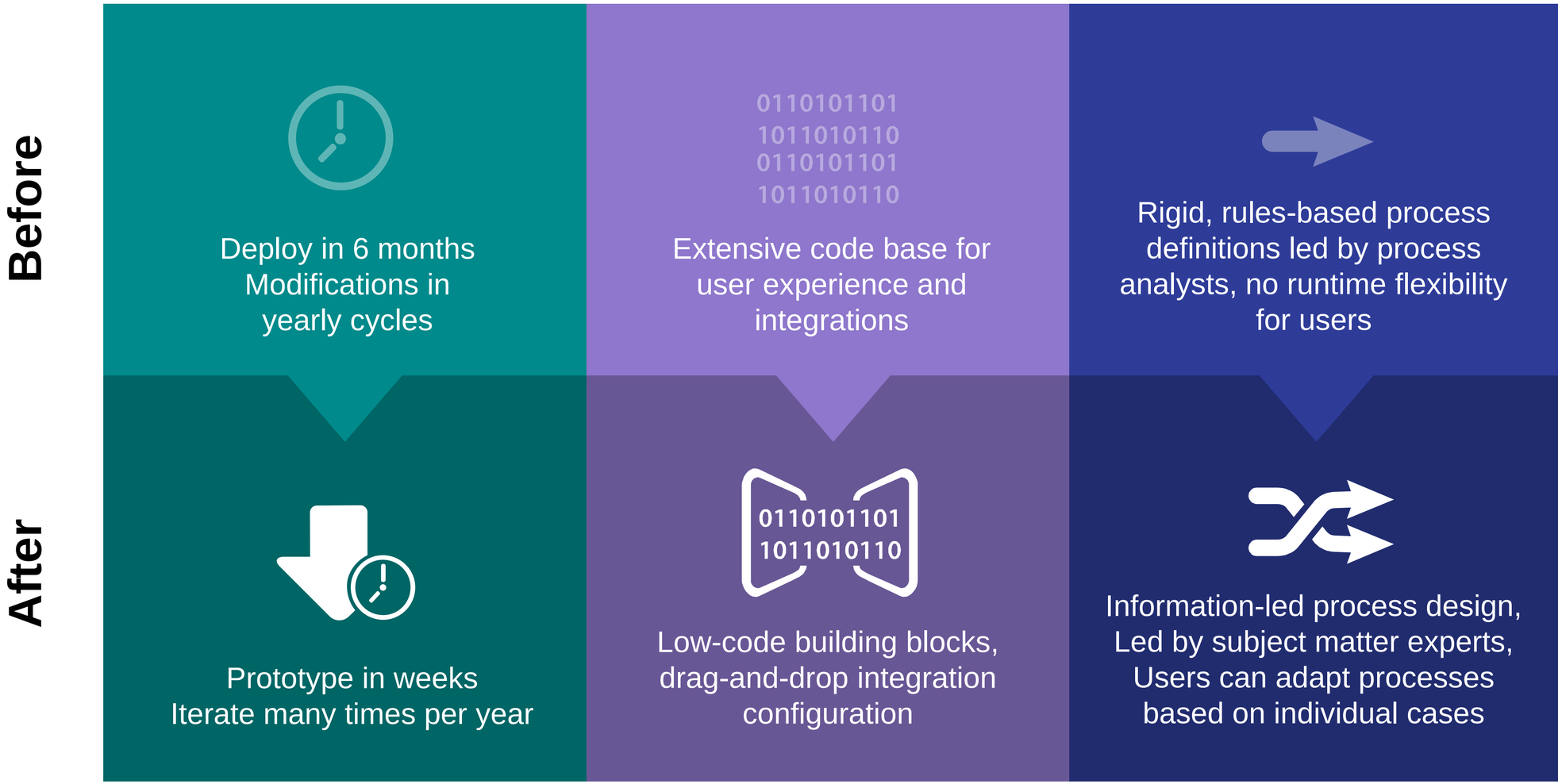
40%
Growth
500$
Savings
1 week
Onboarding
insure
the
box

Aligning with Market Needs



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Low-Code @ OpenText

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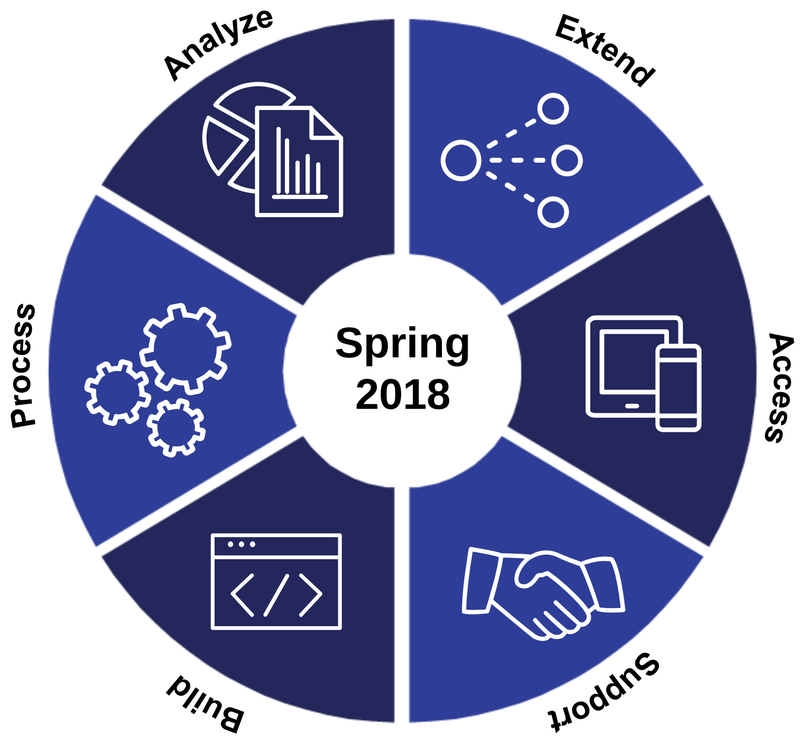
opentext™ | Process Suite

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



opentext™ | AppWorks™

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

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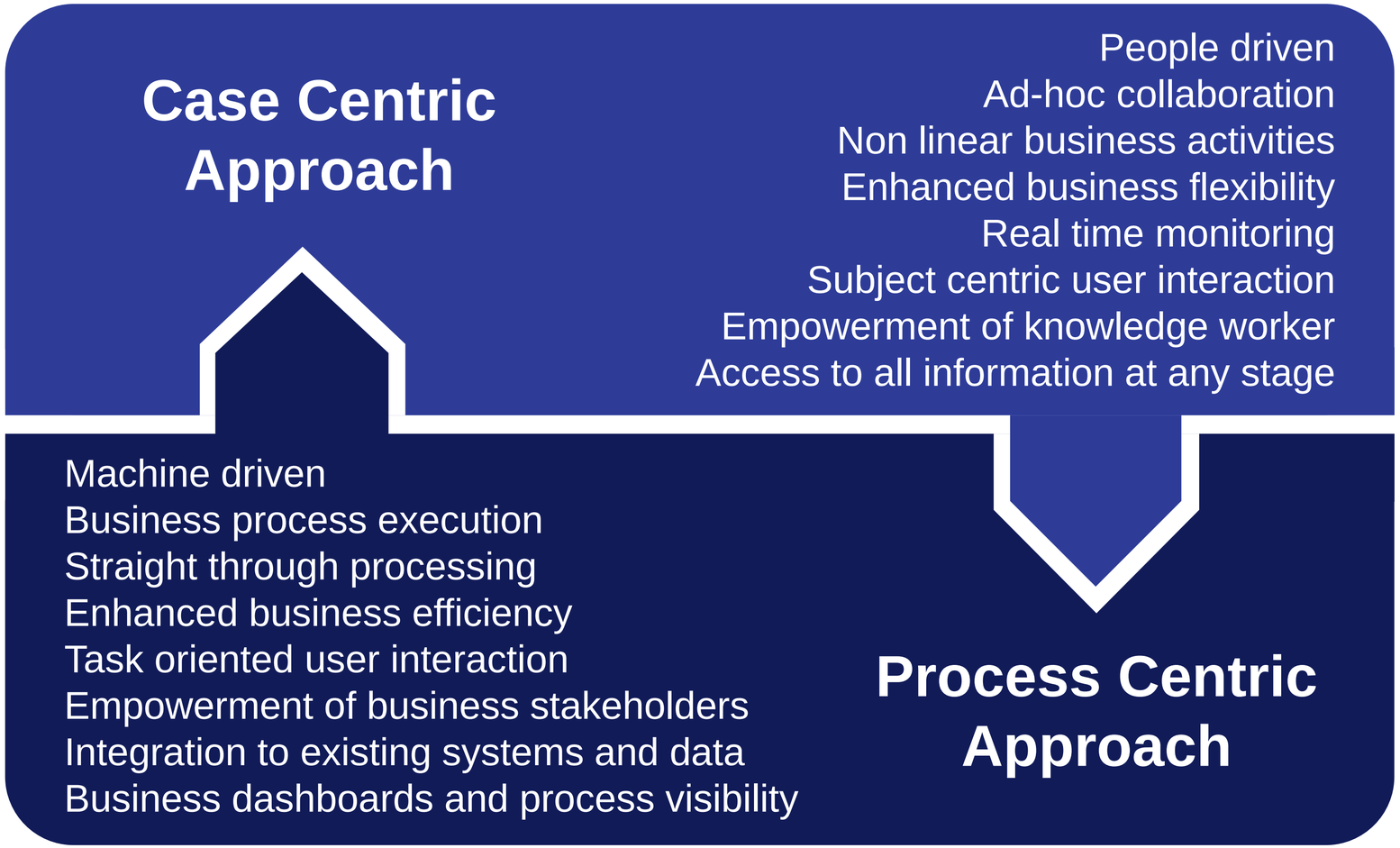
Broad business coverage

opentext™ | AppWorks™



Investigative

Fraud

Legal

Regulatory compliance

Service request

Customer service

Underwriting

Claims

Incident management

Order exception management

Healthcare

Complaint management

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How AppWorks Low-Code works

opentext™ | AppWorks™

Build your application…

Process

Using
Entity Modeling

Low code
development

...with pre-packaged components…

- Forms
- Task
- Email
- Content
- Audit
- Process
- Rules
- Discussion
- Assignee
- Mobile
- Layout
- Case Mgmt
- Action
- Security
- Deadline
- Reports

…and plug into all your essential data sources and systems…

Content Services

Experience

Analytics

opentext™ | Core

opentext™ | Magellan™

ORACLE

SAP

Others

…and then deploy it to any device

opentext™ | AppWorks™

- Run anywhere
- Multi-tenant
- On-premises or a Managed Service
- Mobile
- Convergence of process, content and customer experience

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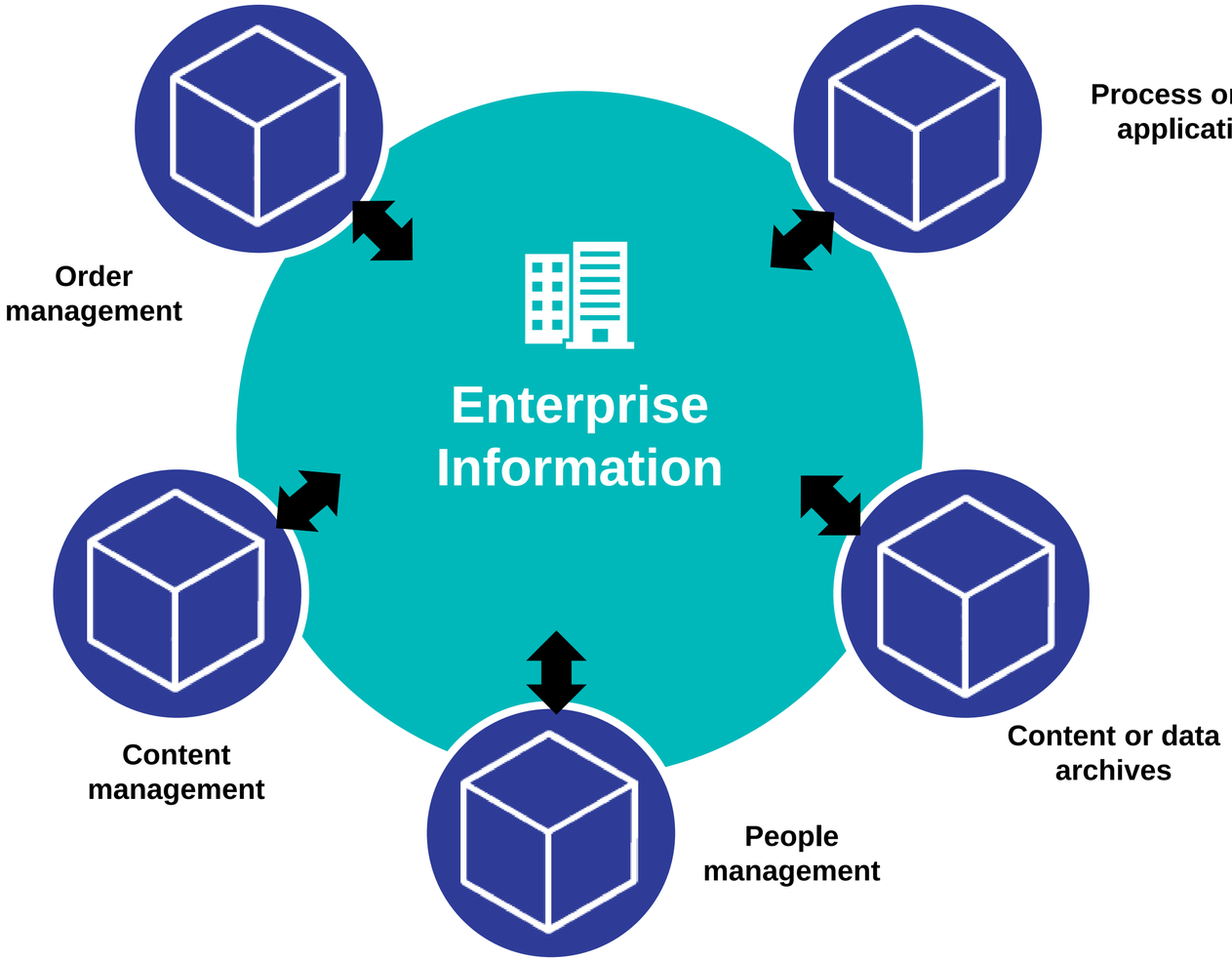
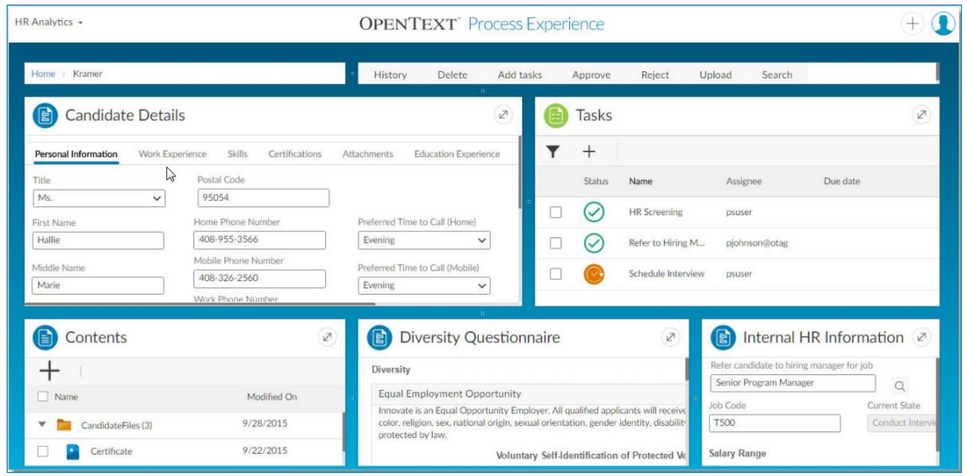
Applications connect information silos to drive action





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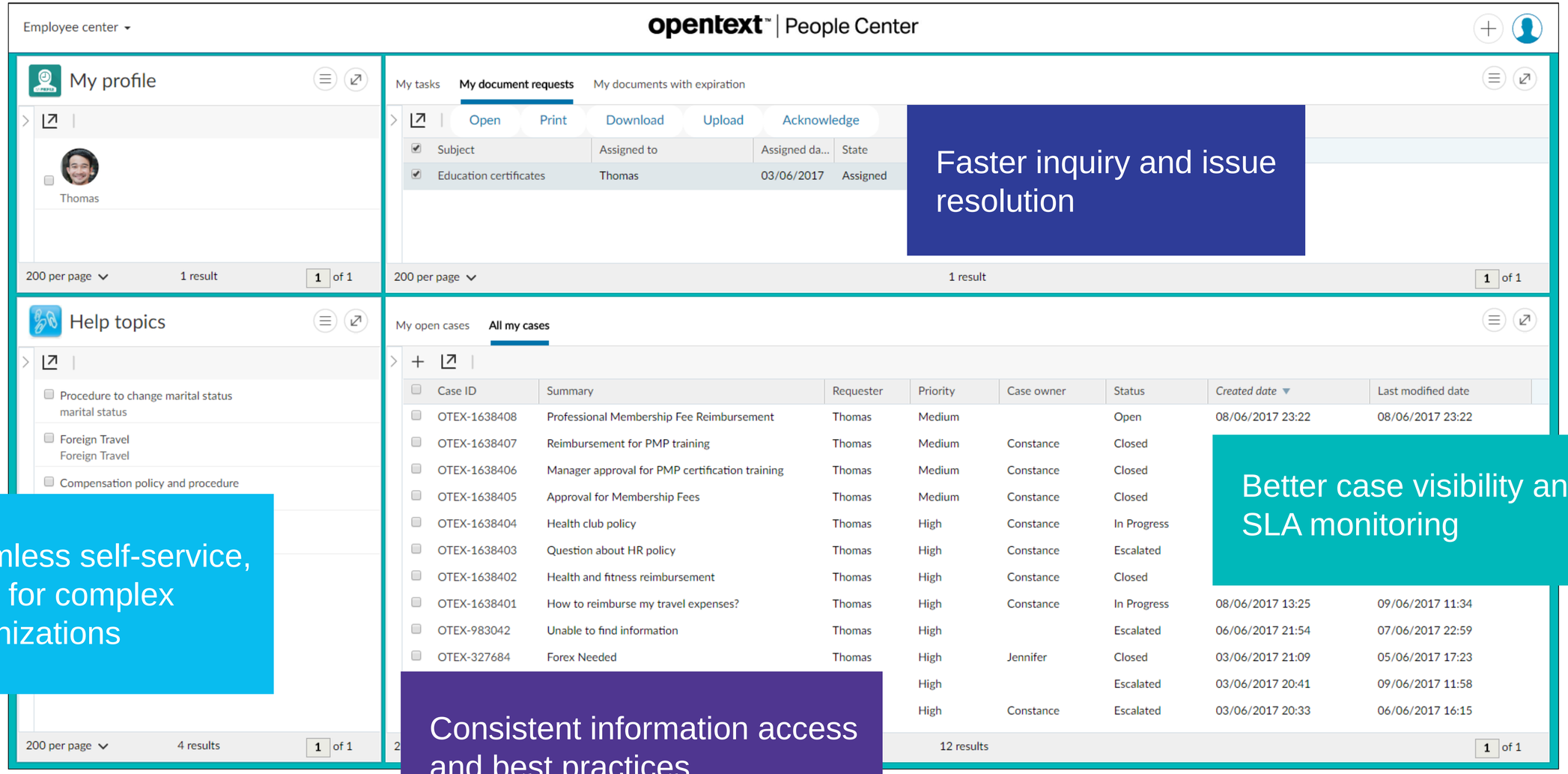
OpenText People Center



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Flexible low-code platform

We support the full range of deployment options

On Premise

Cloud Subscription

Hybrid

SaaS Applications

Managed Services

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Providing advanced EIM capabilities in the Cloud

EIM applications

A portfolio of content-centric, process-centric and data-centric applications

Application expansion

Standardized components for application development across OpenText pillars

Partner applications

Empower partner development teams with community, resources and tools

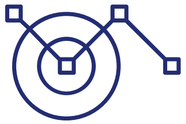
AppWorks Platform

Connecting information silos to drive business actions

Applications & Solutions

Digital process automation

Intelligent orchestration and data-driven processes



Dynamic Case Management

Service request, incident management and investigative case types

Low-Code development

Facilitate rapid development with data models, pre-built components and low-code

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Process automation across the OpenText EIM Portfolio

Driving content, data and customer-centric processes

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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	• Speed • Smarter actions • Predictive processes	• Lower risk • Consistent experience • Resource management	• Speed breach detection • Reduce errors • Increase efficiency	• Improve customer experience • Simplify access • Improve productivity

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Extended ECM for Process Suite

Building a bridge between Content & Process

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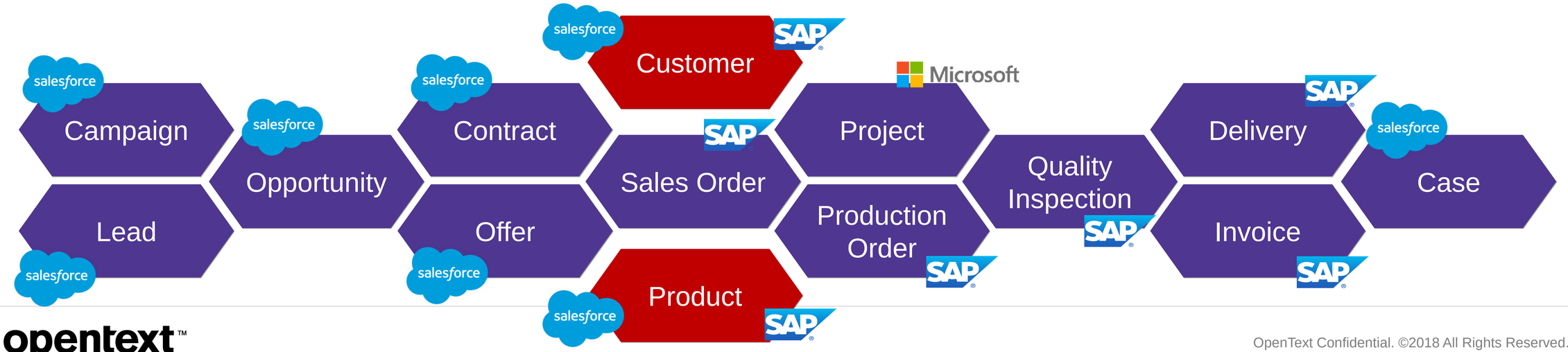
Let’s look at a real life business process

OpenText Process Suite
Connecting information silos to drive business actions

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



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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

PROCESS

Business Data

Case/Process

Entities

Workspace

Roles

Relations

CONTENT

Business Workspaces

Relations

Business Object

Roles

Meta Data

Customer	ABC
ID	4711
Date	21.12.2009
Status	Prospect
Owner	Meier

Folder Structures

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

Documents

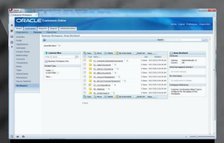
Collaboration

Workflows

Records Mgmt.

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



Salesforce

Account Executive

Business Workspace

DATA

PEOPLE

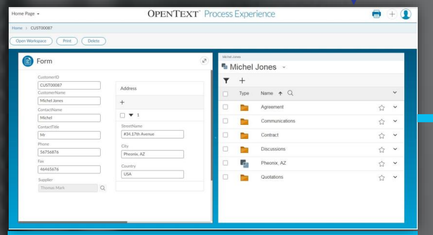
CONTENT

TASKS

CONTENT

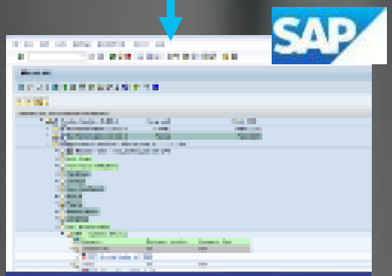
PROCESS

Sales Ops



Process Platform

ERP

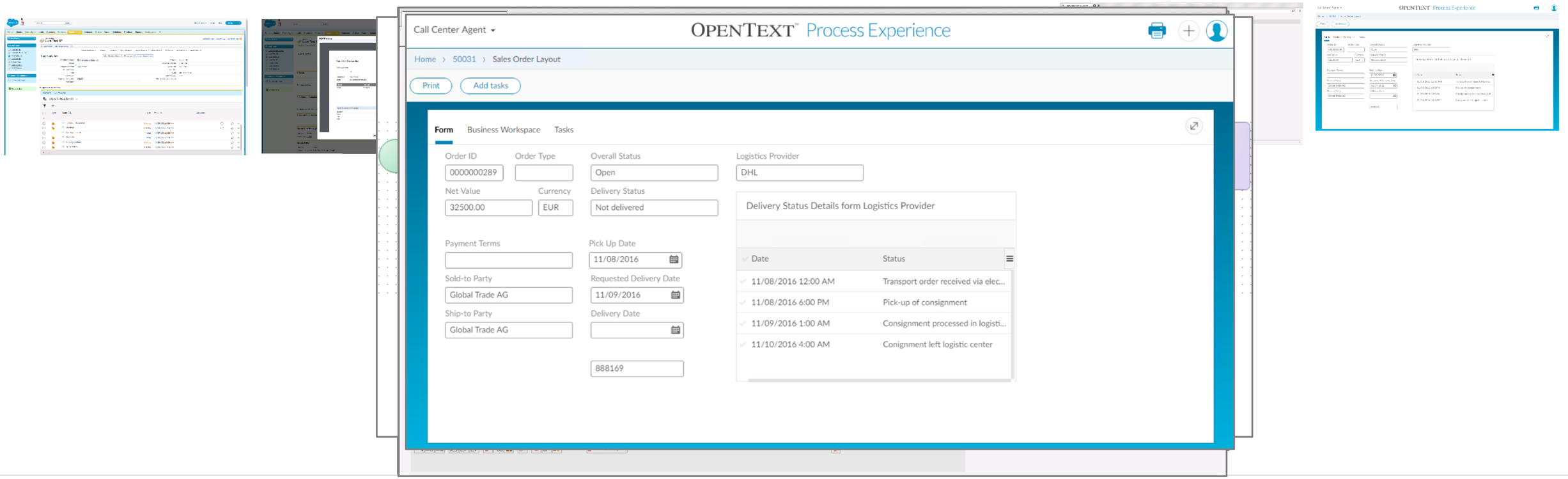


SAP ECC, SRM …

Use Case: Opportunity to Order Process

salesforce | salesforce | Process | Process | SAP | Process

Opportunity → Offer → Credit Check → Exception Approval → Sales Order → Customer Inquiry



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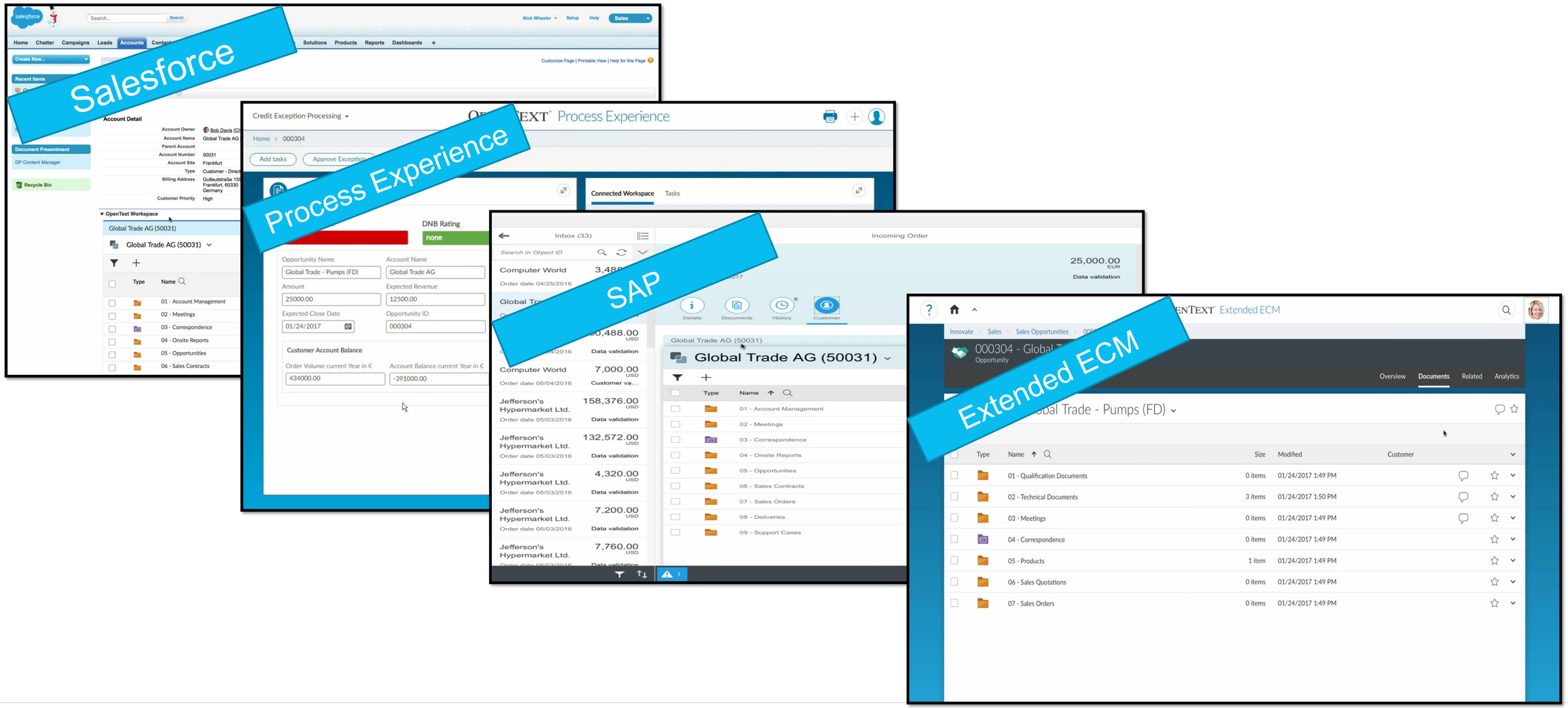
One view across all the applications



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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

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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

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Thank you

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