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PRODUCT OVERVIEW

OpenText™ AppWorks™

Transform into a digital, data-driven organization through automation

Create digital experiences—faster and at a lower cost

Automate and optimize complex, structured and ad-hoc processes for efficiency

Digitize, connect and manage information as a strategic asset to gain advantage

Gain realtime insight through analytics, process monitoring and reporting

In today's competitive environment, one imperative for every organization is to meet customer demands for a dynamic digital experience—to deliver seamless interactions and a personalized view of the customer across all channels. This requires a digital-first approach. Unfortunately, introducing new products, services, channels and ways of working can typically take longer than the market demands. IT infrastructure and systems can be difficult and costly to re-engineer and adapt. At the business level, IT frequently struggles to keep pace with constantly changing operational strategies and tactics.

OpenText™ AppWorks™ provides a single platform for process automation, case management and low-code application development. With less IT involvement, AppWorks automates complex business processes, enables better decision-making and improves customer experience. It creates opportunities to re-engineer processes around customer needs, deliver seamless customer experiences and adapt to changing customer expectations while improving operational efficiency and managing risk.
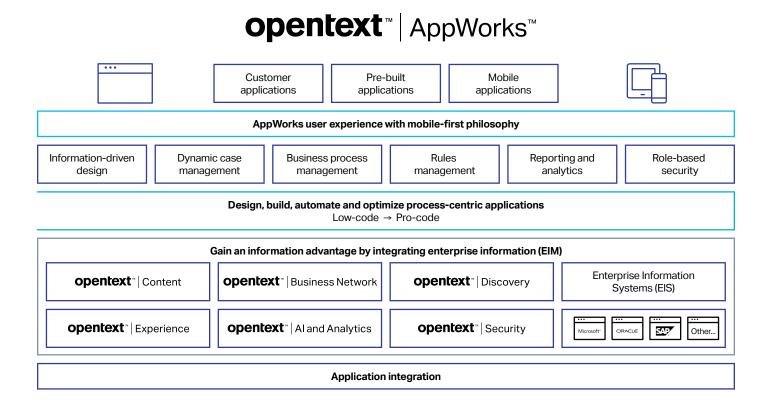
Create digital experiences—faster and at lower cost with low-code development

Business and IT rarely speak the same language, IT departments usually have a backlog of projects and the business is often misunderstood and underserved. Successfully delivering a dynamic, relevant customer experience begins with smart, content-rich applications designed for the way people really work. And who best understands that? Those closest to where work gets done.

AppWorks simplifies application development with information-driven design, defining business processes, policies and workflows with the information that needs action and focusing on desired business outcomes. Putting application design in the hands of business analysts who create, define, modify and understand business processes makes the enterprise more effective, efficient and agile, able to respond to change quickly and cost effectively. Applications designed with a mobile-first philosophy also ensure business users can manage information and tasks anywhere, anytime and on any device.

With the AppWorks platform, applications can be prototyped and created quickly using visual, drag and drop modeling, pre-built building blocks and application accelerators, ensuring efficient process workflows and relevant, engaging ways for users to view and use information. It also optimizes IT developer resources to concentrate on more technical areas, such as custom integrations and security, resulting in faster application development at a lower cost. Business and IT working side by side delivers the best of both worlds—information-led design coupled with lower costs and assured governance.

For more complex requirements, the AppWorks platform offers extensibility with APIs and web services. OpenText™ AppWorks™ Gateway removes the complexity from provisioning large numbers of enterprise applications by helping to efficiently manage and deploy APIs, web services and mobile applications built with AppWorks. It provides single sign-on, centralized management, as well as seamless updating capabilities. It also enables access to all the capabilities of the OpenText Enterprise Information Management (EIM) product portfolio. AppWorks helps organization tackle everything from the simplest to the most complex requirements.

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	Customer applications	Pre-built applications	Mobile applications	

AppWorks user experience with mobile-first philosophy

Information-driven design	Dynamic case management	Business process management	Rules management	Reporting and analytics	Role-based security

Design, build, automate and optimize process-centric applications
Low-code → Pro-code

Gain an information advantage by integrating enterprise information (EIM)

opentext™	Content	**opentext**™	Business Network	**opentext**™	Discovery	Enterprise Information Systems (EIS)
opentext™	Experience	**opentext**™	AI and Analytics	**opentext**™	Security	Microsoft® ORACLE SAP Other…

Application integration

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Digitize, connect and manage information as a strategic asset to gain advantage

AppWorks directs and orchestrates the business processes that connect various systems and content, both structured and unstructured, enabling workers to easily find and use the information they need. Information from all systems of record is accessible to digital process applications in a way that is aligned to business needs rather than internal systems.

With a cloud-native architecture and simplified and automated deployment based on Docker and Kubernetes, AppWorks can be up and running in minutes—virtually anywhere—making it fast, easy and cost effective to implement, maintain and update. AppWorks provides direct integrations to industry-leading cloud-native content repositories, such as OpenText™ Content Server, OpenText™ Extended ECM, OpenText™ Documentum™ and SaaS applications, such as OpenText™ Core Share. But content is most valuable when it is presented in the context of business processes. With pre-built, meaningful integrations to business applications such as SAP®, Microsoft® and Salesforce®, and access to other EIM capabilities including AI-augmented capture, records management and personalized communications, AppWorks helps organizations get a head start on building the engaging applications their users want. All this adds up to improved productivity and peace of mind, knowing that information is being managed in accordance with governance and compliance mandates.

Automate and optimize complex, structured and ad-hoc processes for efficiency

AppWorks has the power and flexibility to digitize, automate and integrate information and processes across people, systems, devices and machines, providing multiple options for coordinating user and system activities. These processes can be structured or unstructured—or a combination of both—providing ultimate control to optimize a business's performance and expand its reach.

AppWorks provides standard BPMN functionality to define, optimize and automate well-defined, structured and repeatable business processes. However, interactions between people, process, data and content can be dynamic and unpredictable. Often, the process is not well-defined and knowledge workers must decide on the necessary next steps on a case-by-case basis. In these situations, a single view of unified information is required to make smart, informed decisions along with the ability to trigger ad-hoc steps. AppWorks supports CMMN case modeling to enable user driven, ad-hoc processes.

OpenText AppWorks features		
Design	Information-driven design	Allow business managers to create applications and define, modify and use embedded processes
Automate	Business process management	Define, optimize and automate well-defined, structured and repeatable business processes
		Enable users to define and execute simple workflows—without assistance from IT
	Dynamic case management	Trigger dynamic, ad-hoc processes when situations are unpredictable and knowledge workers must decide the next best action
Manage	Business rules management	Integrate rules within business processes to standardize operational decisions and ensure consistent execution of business policies

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OpenText AppWorks features		
	Enterprise integrations	Create EIM solutions that leverage products such as Content Server, Extended ECM, Documentum, OpenText™ Media Management, Core Share and other products in the OpenText portfolio
		Integrate with leading business applications, such as SAP, Microsoft, Salesforce, Oracle and other third-party and homegrown systems
		Efficiently manage and deploy APIs, web services and mobile applications built with AppWorks
Optimize	Process intelligence	Gain visibility into realtime operations data to optimize activities to meet business objectives

Business rules management allows consistent visibility of the business rules across the organization and encourages greater re-use and application across the organization. AppWorks seamlessly integrates rules within business processes to standardize operational decisions and ensure consistent execution of business policies. It also enables faster development and easier maintenance of business rules, allowing organizations to respond more rapidly to changing market conditions.

Gain realtime insight through analytics, process monitoring and reporting

With evolving expectations forcing organizations to be nimble, accelerate operations and improve the customer experience, organizations need complete visibility and realtime operations data to optimize activities to meet business objectives. Built for business users, the Process Intelligence module within AppWorks provides pre-built reports that can be customized to an organization's specific needs, eliminating the traditionally complex task of building, deploying and using a business intelligence tool.

Workers can make faster business decisions by using intuitive dashboards to display exactly the data they need without waiting for IT, keeping business moving. Being able to quickly understand what processes are not meeting SLAs, why employees are falling behind and which customers need assistance, highlights issues and puts the focus where it should be—on improving business results.

Associated service options available

- **OpenText Consulting Services**
- **OpenText Managed Services**
- **OpenText Learning Services**

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A single cloud-native platform for process automation, case management and low-code application development, AppWorks runs virtually anywhere and provides maximum flexibility to design, build, manage and optimize digital business processes—ideal for organizations looking to use enterprise information as a strategic asset.

Not all process automation platforms can deliver the information management capabilities necessary for digital, context-rich and compliant processes. Digitizing, connecting, managing and retaining information from people, devices, machines and systems is what AppWorks does best. It delivers users an information advantage.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: **opentext.com**.

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