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Product overview

OpenText Connected Workspaces

A simple, yet powerful way for teams to manage content-centric work

Eliminate inefficiencies by aligning teams, content and collaborative business processes

Remove the risks of ad hoc information exchange with automated governance

Free up valuable IT resources and **drive more value** from the content services platform

Reduce information silos with a foundation that integrates content to lead applications

Many organizations still rely on paper or email to access and distribute information needed for content-centric team activity, causing delays and compliance risks chasing documents and searching for relevant information across multiple functions. Or, they burden IT with requests to develop and manage custom, internal applications that have a very narrow focus.

OpenText™ Connected Workspaces provides a simple, yet powerful way for teams to manage content-centric work. Using pre-built templates, non-technical users can create dedicated workspaces, aggregating content, data, people and tasks related to a common business project or case. Content is seamlessly available to those who need it, when they need it, with governance policies automatically and transparently applied.

Connected Workspaces, an OpenText™ Content Suite Platform module, uses pre-built templates and a visually driven Smart View user interface to create customized areas to share and access content needed for a common task or goal. Content managed within the workspaces can be **shared** with contractors, partners or external parties, without compromising enterprise control and security. These workspaces provide a compliant area to exchange information without relying on an over-burdened IT department to configure.

Eliminate inefficiencies by aligning teams, content and collaborative business processes

Organizations often struggle with inefficiency due to paper-based processes, email, shared drives and proprietary departmental solutions for information access and collaboration, resulting in unnecessary delays and poor decisions due to forgotten, inaccessible and inaccurate content.

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Black Sea Trade and Development Bank

Unlock the full value of OpenText™ Connected Workspaces by learning more about the range of OpenText Professional Services that leverage decades of best-practice experience in content management software.

Learn more

With Connected Workspaces, knowledge workers are empowered to set up dedicated workspaces that bring together the information, team members and workflows they need. Replacing manual tasks with modern, digitized content workflows improves productivity and reduces costs. While providing a cohesive way to share and collaborate, the workspaces-based model also prevents IP loss from subject matter experts and enables teams to more effectively achieve common business goals.

Remove the risks of ad hoc information exchange with automated compliance

While many companies use consumer chat tools, these applications are often difficult to govern and prone to security breaches, leaving organizations open to the risks of lost IP and compliance penalties.

With Connected Workspaces, OpenText industry-leading records management practices are embedded into each workspace to automatically and transparently govern the content involved. Customizable user permissions define who can see what, while audit trails enable reporting on access and modifications. The solution allows teams to freely collaborate and exchange critical business information, while providing the confidence that metadata and classifications are added to the record. By automating the application of transparent records management rules and classifications (without user intervention), organizations can easily include workspaces as part of their information management strategy.

Free up valuable IT resources and drive more value from the content services platform

Users can easily set up workspaces for any repeatable process. Creating a new, case-based workspace simply involves selecting the most appropriate template, entering the baseline information and assigning users to pre-defined roles. This new workspace is added to each member's personal dashboard, providing quick access to the cases they are participating in and tasks they need to complete.

Additional dashboards can be created to provide managers with at-a-glance information on the status of multiple initiatives. Implementing Connected Workspaces makes collaboration across remote teams and locations much easier, with zero burden on the IT department.

Reduce information silos by laying a foundation that can integrate content to lead applications

Business processes are the lifeblood of an organization, but no single process operates in a vacuum. It is frustrating for knowledge workers when they cannot readily access critical, day-to-day business information locked in lead business applications, such as SAP®, Oracle and Salesforce®, and instead waste time and resources relying on others.

Using OpenText™ Extended ECM, Connected Workspaces can be integrated into the lead applications where information is produced and stored. It can feed that information into the workspace itself to give users direct, permission-based access to information related to the task at hand. Users benefit by having realtime access to current, accurate data, without ever leaving the application or interface they are working in.

By allowing business users to self-administer solutions to meet their needs, Connected Workspaces fundamentally changes the way content services are deployed and used, minimizing training requirements, increasing user adoption and enhancing team productivity. With Connected Workspaces, organizations greatly improve team collaboration by aligning content to business processes, while removing the compliance risks that come with ad hoc communication.

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Product	Feature
Create custom workspaces with templates	Configure connected workspaces quickly to deliver a custom, role-based experience for a multitude of use cases Design templates using predefined folders for content, document templates, metadata and classifications, users and groups, permissions, tasks, discussions, workflows and more
Simplify business processes and automate project actions	Use workflows, tasks, follow-ups, milestones and phases to help progress towards a collective goal Create independent or interconnected workspaces, ensuring a single piece of content can be used within multiple processes
Facilitate best practices for content management	Incorporate virtually any content type into comprehensive document management, records management, search and archiving capabilities Work with content directly in desktop apps through tight integration with Microsoft® or access web editing and co-authoring using Office 365® Retrieve workspaces quickly while working in Microsoft® Outlook® via the Outlook Add-in Search Form
Streamline collaboration across platforms and capture IP	Ensure IP is more readily captured, as less information travels through the organization by email, paper or social channels Eliminate the need for users to switch between applications, improving user adoption and productivity Use embedded Connected Workspace tools, including blogs, wikis, activity feeds, discussions, forums, comments and user profiles Collaborate easily and securely with external parties through integration with OpenText™ Core
Access silos of business information locked in lead business applications	Integrate workspaces to lead applications, connecting and aggregating data from systems, such as SAP, Salesforce and Microsoft Office Online Get a comprehensive view of a customer, opportunity, asset, project or any business object Embed information for easy access from any HTML 5 site using Smart View widgets, allowing users to stay in a preferred interface while participating in the process
Govern automatically	Ensure governance without the need for user intervention, with metadata and records management classifications built in to Connected Workspaces templates for compliant long-term storage and legally defensible governance

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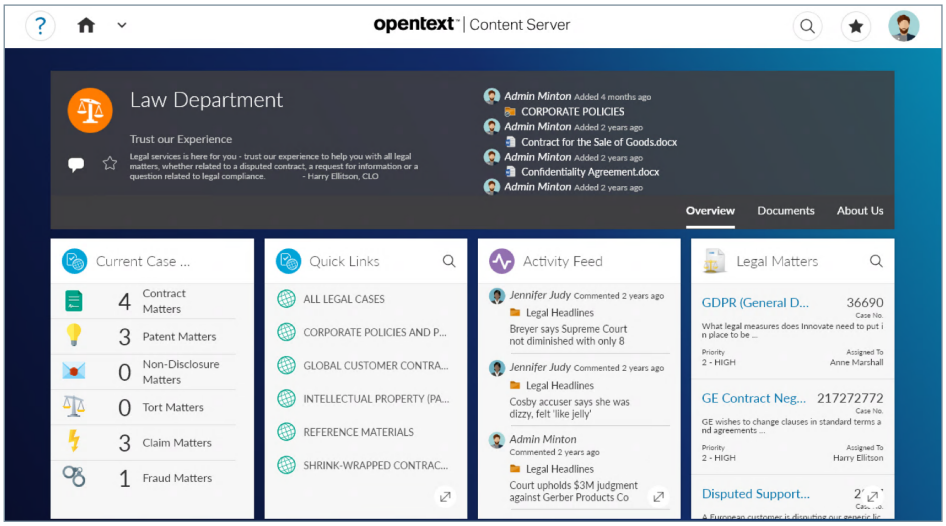
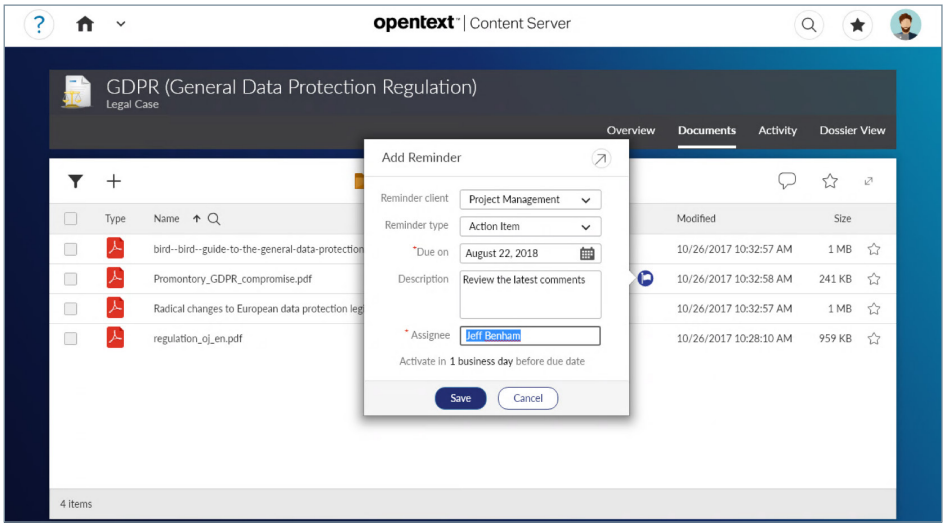
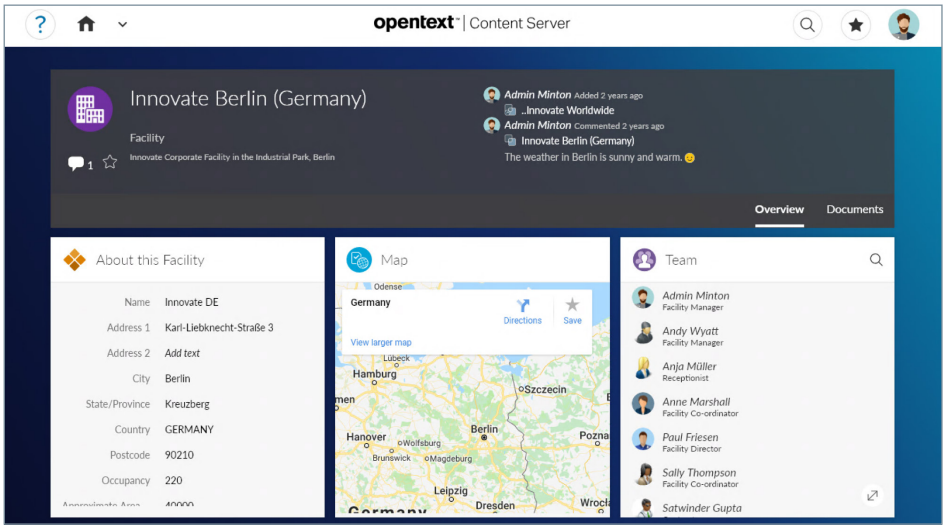


Connected Workspaces creates comprehensive landing pages showcasing activities and cases.



Taking actions on Legal Case Workspaces—reminders can be added and tracked.



Set up workspaces to view information in context to a role. In this case, metadata displays information about facility and management team contacts.

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