OpenText™ Enterprise Connect

Improve ECM system adoption by letting users work the way they want to work

OpenText Enterprise Connect bridges organizational needs to embed sound Enterprise Content Management (ECM) in business processes with the usability and flexibility that users demand.

Enterprise Connect is an alternate desktop interface to the standard OpenText™ Content Suite Platform web environment that makes working with business content, applications, and processes incredibly easy for users. It integrates seamlessly with the productivity tools—business users work in every day—Microsoft® Office applications, Windows® Explorer, Adobe® Acrobat®, and more—as well as their email environments, including Microsoft Office 365™ Desktop Professional, Microsoft Outlook® and IBM® Lotus Notes®.

It removes the complexity of carrying out ECM-related tasks for users while supporting organizational policies for capturing, storing, and retaining business information. It makes finding and working with content far easier than traditional ECM interfaces. By making it simple for users to quickly locate what they are after by letting them work in the applications they use every day, efficiency and productivity increase.

Enterprise Connect generates a “win-win” situation; users get an easy and effortless experience without having to learn new software or leave the environments they are most productive in, and the organization bolsters its ECM and information governance programs, reduces associated risk and costs, and gains better control over business content.

Manage Content in Relation to Key Business Processes

Productivity applications and email remain the most important tools for users to get work done. They create, share, collaborate on, and work with content using applications like Word, Excel®, and Outlook every day. They are comfortable with these applications and find working in them to be the most productive. The last thing users want is to have to change the way they work to meet organizational ECM policies. Enterprise Connect lets users work directly in the applications that they are most familiar with.

Enterprise Connect does more than simply allow users to carry out ECM-related tasks, it brings content into the context of vital business processes, ensures findability, drives efficiency and value across the organization, facilitates interactions with customers, and spurs opportunity and revenue growth. Enterprise Connect integrates with leading desktop applications, such as Microsoft Office, and becomes the user “tool of choice” to simplify the capture, access, and control of content as it relates to business process. Business processes are not only accelerated but become more effective, efficient, and consistently well-executed.

PRODUCT SUMMARY

OpenText™ Enterprise Connect is a desktop interface for the OpenText™ Content Suite Platform that allows users to interact with the ECM system directly from applications such as Microsoft® Office and Adobe® Acrobat®. By enabling users to work directly from the familiar productivity tools they use every day, Enterprise Connect improves user adoption and business process efficiency, while ensuring adherence to organizational ECM policies.

BUSINESS VALUE

- Improves system adoption and productivity: Information workers get access to business information faster without leaving applications they already know. They can also comply with organizational ECM policies without having to learn new ways of working with content.
- Reduces risk: By never having to leave the applications they are most familiar with, such as Outlook, Word, Excel, and Acrobat, information workers can adhere to compliance mandates with minimal effort.
- Accelerates and optimizes business processes: All relevant content from information repositories and enterprise systems, such as SAP, is captured, retrievable, searchable, and usable in short order. Users do not have to switch out of the applications they work in the most in order to carry out process steps, content is connected with process far more quickly and efficiently.
Making it Easy for Users to Follow Compliance Mandates
A significant problem with enterprise information governance policies is that they are often difficult to enforce, in large part because business users generally ignore them or refuse to go through the extra steps involved in classifying and storing the content they create or edit. Enterprise Connect takes the burden of governance off users by making it nearly effortless. For example, users that spend a lot of their time working in Microsoft Outlook are able to interact with information stored in Content Suite via the Enterprise Connect Easy Access Pane just as they do with content in Outlook folders. Adding new emails or attachments to Content Suite from Outlook is as simple as dragging and dropping to the related folder, and with all policies related to permissions and records management classification rules inherited and respected, the level of compliance increases—all with absolutely minimal effort on the part of users. If required, Enterprise Connect also makes it easy for users to manually profile the content, apply additional metadata, assign further classifications, and complete other requisite tasks while still in Outlook or other desktop applications.

Enterprise Connect makes the application of rules and policies that govern business information completely transparent to users. In carrying out their project and task-based work, they are unwittingly ensuring the emails, documents and other content is effectively managed within enterprise retention policies. This eliminates training requirements and associated costs as there is no need for users to learn new interfaces and it drives productivity improvements as information workers will not have to spend time switching between separate applications with different interfaces just to find and manage content.

Delivering ECM across the Entire IT Ecosystem and the Desktop
Enterprise Connect makes it possible to incorporate the entire IT ecosystem, exposing and managing every piece of business content located across the enterprise right to the information worker level. This provides a rich and productive experience where business users and information workers will benefit from such key capabilities as:

• A side-by-side view of email and content via the Easy Access Pane, similar to the “preview pane” of Microsoft Outlook, enables users to simply drag and drop email into the Content Suite Platform. This makes sure that email is accessible across all ECM solutions and business processes. Additionally, users can work with content in the repository and perform various ECM-related functions, all without having to leave Microsoft Outlook.

• Contextual menus available in Enterprise Connect allow users to perform common ECM actions, such as restore, collect, delete, and restore, with a simple mouse click and eliminating moving between applications to get things done.

• Ability to upload new content or copy/move large volumes of documents already stored within the repository without slowing down the user experience. Users continue their work while the system carries out the operation in the background, making for a completely non-intrusive experience.

• Office Editor offers users a seamless, instant editing experience, providing the performance of editing files on a local hard drive without installing any special add-ons to applications. Documents or folders can be taken offline for use, and ensure changes are synchronized to the repository once connectivity is restored.

• Powerful Search Profiles help expedite the filing of emails into the Content Suite Platform by intelligently extracting content and searching for folders based on patterns extracted from the subject field.

• Users have direct access to the powerful search tools of the Content Suite Platform directly from within their desktop applications.

• Ensures all document management, records management, and archiving business rules defined in the Content Suite Platform are adhered to directly within the desktop application.