OpenText™ Process Suite Platform

Driving Faster Innovation and Change

The OpenText Process Suite Platform is the ideal solution to leverage investments in enterprise software and legacy systems, isolate existing IT assets, build new processes, and continuously monitor the entire enterprise.

Better, Faster, Cheaper
It’s no longer just what you do that counts, it’s how you do it – and how quickly you can modify the way you work to take on new opportunities and challenges.

In many corporations, introducing new services and new ways of working may typically span several years, causing immense upheaval and disruption. IT infrastructure and systems in particular can be difficult and costly to re-engineer and adapt.

At the business level, operational strategies and tactics are constantly on the move in the search for optimum results, yet IT frequently struggles to keep pace.

Business benefits
OpenText Process Suite Platform is a unique cloud-enabled solution designed to help organizations increase responsiveness to dynamic market demands.

With the OpenText platform, enterprises are able to adapt to new opportunities, minimize risks, and introduce new service innovations rapidly and cost-effectively:

**Faster change** – Dramatically increase the speed of change in business operations and exploit new revenue opportunities more rapidly

**Unparalleled innovation** – Create a single view of the business, outperform the competition, and meet the ever-changing demands of today’s market

**Continuous improvement** – Design, execute, monitor, change, and continuously optimize critical business processes with closed-loop business process management

**Superior performance** – Stay on top of new trends, reduce time to market, accelerate growth, and incorporate acquisitions faster

The cloud-based approach allows processes based on the platform to be introduced very rapidly, across the entire organization. OpenText removes the need for CapEx and introduces the concept of the Platform-as-a-Service (PaaS), massively reducing costs and allowing enterprises to reap clear business and IT benefits from day one.

OpenText is the leading provider of software for business process innovation deployable as a service in the cloud. OpenText Process Platform is:

- A next-generation BPM solution that allows organizations to design, execute, monitor, change, and continuously optimize critical business processes and operations wherever they are deployed.
- Fully SaaS-enabled and web-based, with no client implementation requirements other than a web browser.
- Grid-enabled and contains comprehensive Master Data Management (MDM) capabilities that ensure one version of the truth across the enterprise, thereby reducing operational costs.

DEPLOYED ON PREMISE OR IN A PUBLIC OR PRIVATE CLOUD

OpenText Process Suite Platform is the ideal solution to leverage investments in enterprise software and legacy systems, isolate existing IT assets, build new processes, and continuously monitor the entire enterprise.
Are You Ready for Today?
Implementing changes to embedded business processes may rank as one of the most difficult challenges facing both business and technology managers today. For example, ERP systems, implemented and tailored at considerable expense, contain embedded processes that are often acknowledged to be the best practice at the time. Workflows between business units, such as sales and manufacturing, will have been built on many years of experience, tuned to meet user, customer, and internal needs.

Disruptive change
In many industries, disruptive change is destroying the value of these embedded processes. Faced with the continuing online revolution, there is a pressing need to revise and update systems and processes, yet there may be enormous internal cultural resistance to change – from both users and overloaded IT departments. Externally, market sentiment and client expectations are shifting at an alarming rate. The IT service and business users may struggle to use or adapt to existing processes to keep pace with customer demands. The delay and expense caused by changes to software and physical systems may mean that, in practice, there is no realistic prospect of meeting the challenges of today.

This creates problems for organizations looking to defend against new market entrants, whose offerings and services may be supported by newer systems that are better able to meet immediate customer demands without the drag of legacy systems.

Agile business strategy
Being able to increase enterprise agility by synchronizing the business and infrastructure change cycles offers enormous competitive advantage. To do so requires systems that are capable of rapid modification, and a mechanism to ensure that business strategies are reflected accurately in the underlying software and hardware.

Business Monitoring
OpenText Process Platform provides the essential link between business requirements and IT services and infrastructure, bringing systems fully under the control of the business. Designed to facilitate collaboration between general management and specialist IT services, the platform enables new processes to be defined and implemented without any knowledge of the underlying systems.

Continuous improvement
OpenText Process Platform presents a clear, non-technical definition of current processes, described in terms of users, functions, and responsibilities. Complete with metrics and advanced business activity monitoring, the platform allows ongoing optimization and integration of both internal and external processes.

New business and IT services are available as components within the platform. Creating a new process by linking services is independent of the underlying integration, which is handled by OpenText Process Platform. By taking this component-based approach, new processes can be introduced rapidly in response to changing market demands.

Real-time process information
For example, with OpenText Process Platform, both internal and external services can be integrated (‘mashups’ from the cloud), such as sales reports containing customer address information connected to bank payment confirmations, as soon as the data is available. All data is handled by OpenText, so there are no complex integration projects, and even the largest enterprise is able to react at internet speed.

With built-in metrics and business activity monitoring tools, OpenText Process Platform delivers real-time process performance information from across the enterprise. Reports and Key Performance Indicators (KPIs) can be easily tailored without specialist technical knowledge, reducing the need for IT department intervention and accelerating the ability to respond to change.

Next Generation BPM
OpenText Process Platform offers total Business Process Management (BPM), with advanced enterprise mashup and collaboration capabilities.

The platform provides real-time, accurate operational insight into core processes. With timely information, business managers can respond better to events as they unfold, and manage resources efficiently to achieve optimal business outcomes.

Easy access to data empowers business users to control task flow, manage the decision process and handle work distribution in the most cost-efficient manner.

OpenText Process Platform highlights include:
• Model and execute knowledge intensive workflows
• Dynamic work balancing
• Organizational modeling
• Team collaboration tools
• Comprehensive event management

Making enterprise mashups work
OpenText Process Platform solves the complex and challenging tasks behind enterprise mashups, bringing data from multiple sources under central control.

For example, data from external providers, such as Google or Microsoft mapping, can be combined with internal customer, sales, manufacturing and product data, regardless of the underlying source. OpenText Process Platform supports creative aggregation of almost any information source, including internet, database and legacy systems, enabling business users to create and deliver innovative services in real time.

Reap the benefits
OpenText Process Platform offers an integrated platform that enables the business process improvements and refinements proposed by management to be tested and deployed rapidly and cost-effectively. When changing market conditions require new ways of working, the platform ensures the achievement of business results by helping create scenarios, model possible new workflows, and translate business ideas into practical actions.

OpenText Process Platform offers increased productivity, with fewer delays and hand-offs between the proposal of new processes and the implementation and monitoring of the results. Changed workflows are easily distributed to users, and the platform interface guides them through each step.
With a more responsive workforce able to understand and use new processes more quickly, enterprises can respond dynamically to and take advantage of changing business conditions.

Collaboration

OpenText Process Platform provides a collaborative, web-based, model-driven environment enabling business and IT to create, deliver and deploy solutions rapidly, accurately and effectively. With control of IT services placed fully in the hands of the business managers who create, define, modify, and use business processes, the platform creates a truly agile enterprise, able to respond to change quickly and cost-effectively.

Cloud Orchestration

OpenText Process Platform offers an intelligent cloud-based deployment platform that uses BPM techniques to make the cloud proactive and responsive to business needs. The BPM component allows simple, intuitive design, execution, monitoring, and improvement of business process models for closed-loop BPM. The user interface provides a non-technical bridge between the business perspective (people, responsibilities, and workflow) and IT infrastructure (applications, dependencies, and transactions).

Each IT system can be viewed as providing a service, published on the platform, and each service can be linked using the OpenText tools to create new internal and external processes and customer offerings. On this principle, the OpenText BPM component delivers a “what you model is what you execute” capability. The model is the master template that drives the process execution. Business strategy is translated into business processes and rules, which in turn, govern the services required from the underlying IT systems. In this way, existing IT investments are fully leveraged and new functionality is flexibly added on top of the current assets.

Easy, cost-effective deployment

OpenText uses a unique SaaS deployment framework to automate the provisioning of the platform and of any third-party service or application. With no local PC software footprint to manage and SaaS deployment, OpenText Process Platform applications are available for enterprise-wide use immediately. Unlike more traditional solutions that can take months to implement, the OpenText SaaS framework makes it easy to integrate third-party components, and new services can be presented to users through the platform. All traffic and transactions within the platform can be monitored and managed, with specific usage billing to individuals, teams, and departments if required.

Real-time view on the business

The Business Activity Monitoring (BAM) component offers real-time performance monitoring through both pre-defined and ad hoc process analysis and event management.

By accessing information from multiple sources, users of the OpenText Process Platform are able to gain access to information in a single view regardless of processes, disparate systems, or departments. Even for large and complex organizational structures, OpenText BAM allows immediate insight into KPIs. There is no need to build specific reports or integrate departmental systems because with OpenText Process Platform, the aggregation is designed into the application as it is modeled.

OpenText BAM includes the ability to detect anomalies based on pre-defined tolerance levels, with automatically generated alerts delivered through multiple channels, such as portals, text messages, and email – putting users in control.
OpenText BAM ensures continuous information delivery based on real-time data, allowing corrective actions to be taken manually or automatically at an early stage, offering complete control and improvement of business operations.

As additional users join, the configuration can be pre-set by the platform owner, including data and application usage rights, and automated billing.

With OpenText, business costs are easily identified and allocated to the correct budget-holder, which allows them to gain a clearer picture of their operational expenses and quickly identify where savings may be made.

**Single version of the truth**

Ensuring everyone in an organization is working from the same source data is one of the most complex challenges, particularly when the data is sourced from legacy and departmental systems.

OpenText Process Suite Platform contains comprehensive Master Data Management (MDM) capabilities, acting as a central repository. The platform connects to and aggregates data from multiple systems, and provides a consistent foundation for all subsequent analysis and reporting. This approach ensures that one version of the truth is used across the enterprise, reducing operational costs and delivering a complete, high-performance BPM-enabled solution.

**Gain business control**

OpenText Process Platform presents the workflows as objects that can be manipulated. It is possible to model and execute hybrid dynamic workflows and manage non-sequential workflows from within the platform, visualizing hierarchies, work dispatches, escalations, and more.

With clear graphical insight available instantly, staff requirements can be assessed for immediate allocation of the right teams – right down to the level of individual availability through access to personal calendars.

**Enabling easy collaboration**

A key feature of the platform is the web-based, model driven environment that enables business and IT to collaborate easily to create, deliver and deploy OpenText solutions rapidly and incrementally. Starting with a single view of all applications with workspace isolation that enables changes to be validated before sharing and distribution, OpenText Process Platform provides a very powerful way to work in extended teams.

The model driven workspace offers zero-code application development, with a very short learning curve – even the most non-technical managers can create and share new applications.

The platform includes rigorous audit features to track and authorize changes, which offer complete control over business process modifications and allow full compliance with regulatory mandates.

**Head in the cloud**

OpenText Process Platform is fully web-based, so no client software is required, and almost any device with a web browser and connection can be used to access applications.

The platform enables Web 2.0 capabilities, such as tagging tasks and documents, and incorporation of third-party gadgets, such as clocks, timers, RSS feeds, and more, for improved user experience and productivity.

Business user productivity is enhanced with built-in functionality, such as the ability to manage tasks organized by work list, team, role, and user (or any combination), to help distribute and execute workloads in the most efficient manner.

**Enterprise cloud orchestration**

OpenText Process Platform also offers an assembly and orchestration layer for cloud-based services and applications. This allows enterprises to connect their IT backbone with any offering in the cloud or orchestrate different online services, to fundamentally change the way of innovating the business processes and to exploit the full potential of the cloud.

**Greener IT**

Unlike other software offerings, the platform is fully implemented as a set of web services, from the ground up.

A Services Oriented Architecture (SOA) is inherent throughout the product – which means that OpenText Process Platform is completely de-coupled from existing infrastructure and applications. This approach means that the platform not only works with and respects existing investments, but if required to run in a virtual environment, it ensures you do not waste resources making your IT environment kinder – and greener – to the environment.