

OpenText™ FirstClass®

Inspire collaboration, learning, and productivity by bringing everyone together on a single platform that securely manages all communications and assets

OpenText™ FirstClass® is a powerful collaboration solution that drives teamwork, improves communication, makes people and information easily accessible from any mobile device, and ensures team members are connected within the organization. It empowers individuals and teams to work together toward a common goal, with a shared sense of purpose and new ways to participate.

Many organizations struggle to effectively collect and share knowledge. This is due, in part, to the numerous ways people communicate and the lack of a common process and platform for storing, sharing, and archiving those communications.

Communication can take many forms in the modern office: telephone, voicemail, conference calls, email, instant messaging, text messages, in-person meetings, social-media interactions, and so on. Supporting electronic documents may reside in email attachments, in disparate repositories, on PCs and mobile devices, and on personal systems. These knowledge assets effectively become stuck in information silos and are not easily captured or shared with others. This environment of disconnected knowledge limits productivity and provides opportunity for security lapses and privacy breaches.

Often, we not only need to bring together internal teams, but other constituents such as customers, partners, suppliers, and agencies. Communities are frequently dispersed geographically, spanning continents, time zones, systems, and processes—making timely coordination and communication difficult to achieve, and seamless collaboration a challenge.

A Powerful Collaboration Solution Designed for Your Environment

FirstClass provides the tools organizations need to achieve true, effective collaboration. With FirstClass, knowledge flows together naturally, circulates readily, and is easily accessible across the organization, across geographies, and even between organizations. FirstClass empowers individuals and teams to work together toward a common goal, with a shared sense of purpose, driven by new ways to participate.

SUMMARY

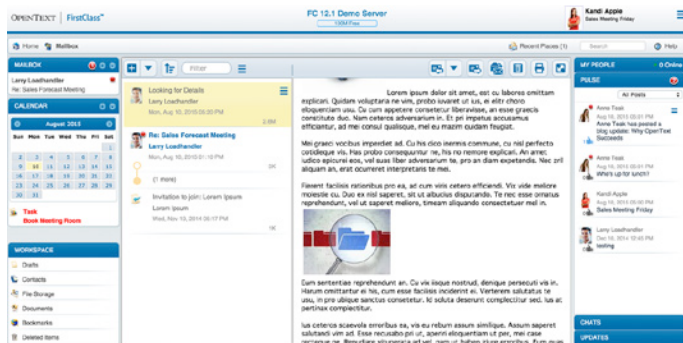
OpenText™ FirstClass® is a fully integrated suite that is cost-effective, flexible, and easy to administer. It is designed to support collaboration; easy and secure communication; mobile access; personalization; integration with other applications; and safe, reliable archiving.



Collaborate

FirstClass includes tools to offer a rich, social collaborative experience to support your organizational initiatives such as culture and team building, onboarding and training, and internal or external support—all within a secure online environment:

- Communities for defined organizations, departments, and ad hoc groups
- Threaded discussions, subfolders, wikis, calendars, and file storage areas
- Support for rich text content, attachments, embedded images, and videos
- Drag and drop, and full editing capabilities
- Directory and presence management



Communicate

FirstClass provides fully functional capabilities that enable users to securely communicate within the internal online community or with anyone outside the organization:

- Email, instant messaging, and voicemail
- Calendars and scheduling
- Contact management
- Integrated unified communications

Mobile

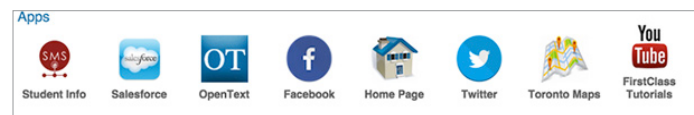
FirstClass online is easily accessible from desktop browsers or mobile devices for a true anytime, anywhere mobile collaboration experience that includes the iPhone®, iPad®, BlackBerry®, and Android®.



Personalize

Dashboards provide customized views to allow individuals to decide which information they want presented to them, encouraging greater productivity and a more relevant experience:

- Personal information management and workspace
- Personal profiles and blogs
- “My People” list and status updates
- “Pinning” of frequently visited content
- “Following” of user-defined topics of interest
- Chat



Open for Integration

An open API allows integration with HTML5-based applications, providing one central point for collaboration:

- OAuth client support
- Flexible group-membership access

Archiving

FirstClass satisfies requirements for archiving of electronic messaging for industry regulations and internal policies:

- Reliable long-term storage of historical messages
- Comprehensive archiving, retention, and searching capabilities for all FirstClass messages

www.opentext.com/firstclass

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