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Create a Better Way to Work: OpenText Release 16

Over the next five years, executives expect digital disruption to displace four out of 10 incumbents—or 40 percent of established market leaders.[1] Digital disruption is toppling market leaders and restructuring industries, and if market leaders are threatened, no organization is untouchable.

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Summary

In a digital world, the winning organizations will be the ones that find new customers, discover new markets, and pursue new revenue streams using digital channels.
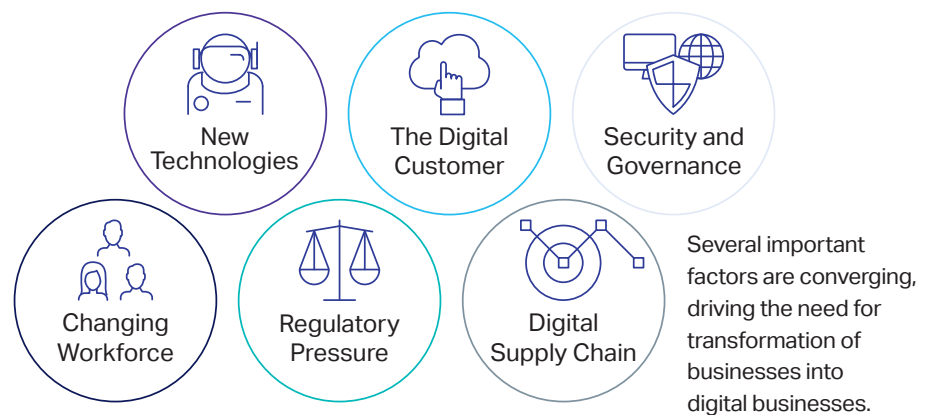
New, digital competitors in every industry are taking advantage of new platforms, tools, and integrations to challenge incumbents. The only way to compete is to evolve, transform, and fully embrace digital technologies.

OpenText Release 16 helps organizations take advantage of digital disruption and create a better way to work within their enterprise. Release 16 is the most complete, integrated digital information platform on the market today.

Digital disruption is caused by the convergence of several elements, such as new technologies, the digital customer, security and governance, the changing workforce, regulatory pressure, and the digital supply chain. To meet these demands, organizations must transform into digital organizations.

In a digital world, the winning organizations will be the ones that find new customers, discover new markets, and pursue new revenue streams using digital channels. These digital leaders will have the competitive advantage. Organizations that demonstrate digital growth have higher financial performance than their less digitally mature competitors. On average, digital leaders are 26 percent more profitable than their industry competitors.[2]

Digital Transformation Drivers

New Technologies · The Digital Customer · Security and Governance · Changing Workforce · Regulatory Pressure · Digital Supply Chain

Several important factors are converging, driving the need for transformation of businesses into digital businesses.

Digital Disruption Promises Opportunity

All around us, digitization is promising greater opportunity. Disruptive technologies are fueling a subscription economy, and as business moves to the cloud and consumers access more products and services using their mobile phones, on-demand services are disrupting traditional enterprise infrastructure. Digital innovators are focusing on creating exceptional experiences for their digital consumers and benefiting from a lifetime of customer value. Brand experiences are built on networks, and companies are measuring their worth based on recurring metrics. Organizations will have to embrace digitization or face the risk of losing market share—or worse, becoming obsolete.

Create a Better Way to Work

To meet the demand of the digital world outside, organizations have to be digital inside. And we now have the tools to take advantage of digital disruption to create a better way to work.

Better engagement

At the heart of digital transformation is the relentless focus on the customer. Forward-thinking organizations identify ways to provide rich, personalized, omni-channel customer experiences and take advantage of a 360-degree view of the customer to better engage with them at every touchpoint. These organizations also transform suppliers into partners using automated procure-to-pay solutions and further engage with employees with enterprise social software.

1   "Executives Expect Digital Disruption to Displace 4 in 10 Incumbents by Industry within Next Five Years," Webwire, June 24, 2015, http://www.webwire.com/ViewPressRel.asp?aId=198501 (accessed July 2015).

2   Nigel Fenwick and Martin Gill, "The Future of Business is Digital", Forrester Research, March 10, 2014.

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"OpenText Release 16 is quantum leaps ahead of where we are now at 10.5. The look, feel and functionality are more sophisticated, and we can't wait to get there. We will have hybrid options, and the release will allow users to create their own experience. This will be amazing!"

Angela Fares, Senior Manager, Records & Information Management, BNSF Railway

Better productivity

Digital transformation inside the enterprise can radically increase productivity through integrating business processes and applications for their employees, teams, and partners.

Better innovation

To foster innovation, organizations need flexibility and agility to quickly respond to new requirements and try out new approaches. Organizations need business processes that allow them to quickly discover and prioritize opportunities, evaluate results, and implement solutions that remove internal boundaries and silos.

Better insight

Behind every business goal is the ability to make well-informed decisions. Better engagement, productivity, and innovations are not possible without better insight, backed by data and the ability to derive conclusions and predictions from it. Done right, organizations gain a better understanding of their customers, markets, and business in order to make smarter decisions and personalized recommendations.

Better control

Organizations have better ways to address rising concerns about information governance, regulatory compliance, and information security and privacy. But this has to be done in a way that is effective and consistent and does not jeopardize other goals related to digital transformation: better engagement, productivity, innovation, and insight.

Introducing the Next Generation of OpenText EIM
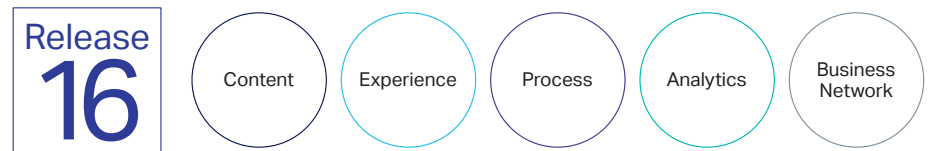
To help organizations take advantage of digital disruption and create a better way to work within their enterprise, we are introducing OpenText Release 16, the most complete, integrated digital information platform on the market today. Release 16 contains new capabilities that set it apart from other digital platforms.

The following are the key strategic principles that guided the development of Release 16:

1. The most complete digital platform

Release 16 is the most functionally and integration-complete Enterprise Information Management (EIM) platform on the market and offers you a coordinated digital transformation that yields the benefits of scale and single-vendor interaction. No other product on the market offers the breadth of capability and solutions, nor the capacity to deliver these capabilities from a single, coordinated release and platform.

2. The flexibility of the cloud

Cloud is at the heart of innovation for OpenText today. We continue to make significant investments to our own cloud infrastructure, and virtually all OpenText products are available in the OpenText Cloud.

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"The futuristic vision of OpenText Release 16 is what I call being ahead of the game. This release will enable us to collaborate, secure and digitize our business processes."

Sonia Diaz-Sotomayor, Senior Consultant, IT/IS, BELL CANADA

To digitally transform, organizations need a global cloud network with many data centers and points of presence, such as the OpenText Cloud, which can provide private cloud infrastructure with custom SLAs, disaster recovery solutions, and architectural configurations built to suit specific needs and optimize costs. The OpenText Cloud is owned and managed by OpenText, meaning we can fulfill your data sovereignty requirements and regional directives to help ensure your data and systems are safe and compliant. We also provide OpenText Managed Services in the Cloud, OpenText Business Network services, and multi-tenant SaaS applications.

As organizations decide which information and solutions they should move into the cloud, they are often operating in a hybrid environment. OpenText offers flexible solutions that can be consumed on-premises, in the cloud, or in combination (hybrid), including cloud-to-cloud.
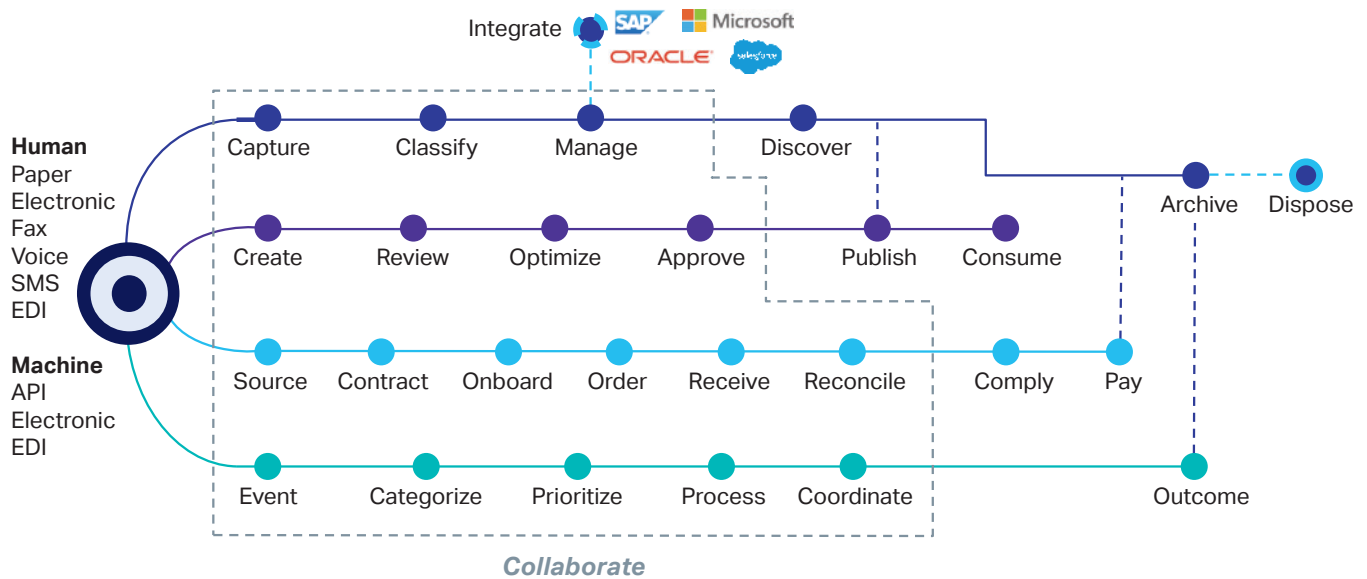
3. The ability to increase value

Organizations can significantly lower the cost of the underlying software infrastructure by taking advantage of available strategic upgrades. Release 16 delivers a variety of significant, noteworthy innovations, such as support for Postgres® database for OpenText™ Content Server and completely new user interfaces, which can improve usability by great leaps. There is also a focus on embedded analytics and reporting that deliver a significant value increase to existing customers. The combination of cloud availability, an open stack, massive new functional capabilities, and deeper integrations make Release 16 a very significant new offering.

4. The deep functional capabilities

Release 16 includes new functional capabilities spanning all of our suites and clouds, and these capabilities directly reflect our customers' requests to enhance their digital businesses:

- End-to-end analytics and reporting integration with OpenText™ Information Hub (iHub) and OpenText™ Big Data Analytics

- A hybrid strategy: on-premises, in the cloud, cloud-to-cloud

- Deep functional enhancements and integration

- Exciting User Interfaces (UI) for OpenText™ Content Suite Platform, OpenText™ Extended ECM Platform, OpenText™ Communications Center, and other applications

- SAP® S/4HANA support

- Improved mobile support for OpenText Content Suite, OpenText™ Active Orders, and OpenText™ Active Documents

- OpenText™ Core/OpenText Content Server integration

- Entity modeling for the citizen developer—for business process development

- Industry-leading OpenText™ Media Management with expanded eCommerce, omni-channel distribution and ECM integration and connectors

- New OpenText ECM social capabilities and integrations

- Enhanced compliance and security capabilities

- OpenText™ Trading Grid™ Analytics

These are but some of the capabilities in Release 16. To see the complete list and learn about everything these new and improved functionalities can do for you and your enterprise, visit www.opentext.com.

Integrate

Human
Paper
Electronic
Fax
Voice
SMS
EDI

Machine
API
Electronic
EDI

Capture — Classify — Manage — Discover — Archive — Dispose

Create — Review — Optimize — Approve — Publish — Consume

Source — Contract — Onboard — Order — Receive — Reconcile — Comply — Pay

Event — Categorize — Prioritize — Process — Coordinate — Outcome

Collaborate

5. The efficiency of information flows

To manage and secure the flow of information through an enterprise, OpenText delivers well-integrated products that can be deployed to digitize any business process, managing information through its entire lifecycle. Organizations may align their EIM journey to the flows of information within their business. OpenText provides both on-premises and cloud-based solutions for each step in the four primary information flows. By "completing" each flow, you can ensure the efficient governance, security, and availability of the information that powers your organization. Information may "come online" through a variety of human or machine entry points and then proceed through its lifecycle or "flow" through disposition or destruction. Below is an example of how information may flow through a digital enterprise.

6. A focus on mobility

As part of their digital transformation, many organizations are placing mobile technologies at the center of their information management strategy. Since the days of the first versions of OpenText™ Everywhere, OpenText has been at the forefront of the mobile transformation. This effort continues with the new release of OpenText™ AppWorks™, which is a common application gateway for Release 16 products and based on the responsive HTML5 technology and REST API.

Enable the Digital World

The many technology innovations that influence every aspect of our lives are triggering a digital disruption that fundamentally changes the way organizations work, the way they interact with their customers, and the way they approach business processes.

New, digital competitors in every industry are taking advantage of new platforms, tools, and integrations to challenge incumbents. The only way to compete is to evolve, transform, and fully embrace digital technologies.

Release 16 helps customers with their digital transformation, as they pursue goals that help them take advantage of digital disruption, instead of being disrupted. To realize these goals, digital transformation has to go beyond customer touchpoints—to be digital outside, organizations have to be digital inside.

For more information, please visit www.opentext.com/16.

#Release16

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