

# OpenText™ Output Management

Get critical documents to virtually any destination reliably and efficiently while saving your company money

In today's ever-changing business environment, reliable, efficient, and cost-effective information delivery is critical in keeping your business up and running. When documents or data do not get where they are supposed to go, your company may experience increased downtime and lose significant revenue. Unreliable delivery of business-critical information may also mean making uninformed decisions or struggling with customers who are not satisfied. While managing information is more important than ever, it is also more challenging.

Communications now travel to multiple destinations—including print, fax, file, web, FTP, email, and wireless devices inside and outside your company. Key information comes from many different sources—such as enterprise resource planning (ERP), customer relationship management (CRM), and supply chain management (SCM) applications; legacy or mainframe systems; proprietary applications, document management systems; and more. Managing documents ranks among most company's highest costs. Uncertain document delivery can bring an otherwise well-run company to its knees. Productivity and financial losses quickly mount in the face of:

- **Lost or delayed revenue:** Enterprises can lose millions of dollars per day if business-critical documents, such as purchase orders and shipping documents, are not delivered on time or at all.
- **Business disruption:** The Boston Consulting Group (2004) estimates that 30 percent of business-process disruptions are due to information delivery failures.
- **High-volume output:** Manufacturers and distributors print and fax tens of thousands of jobs from ERP applications per day to destinations all over the world.
- **Report assembly and distribution:** Large and complex business reports need to be distributed to hundreds of locations around the world with certainty that the right information gets to the right people.

## SOLUTION SUMMARY

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*OpenText™ Output Management is the intelligent link that can help you get your critical documents invoices, contracts, claims, transaction confirmations, purchase orders – to virtually any destination – print, fax, email, web, wireless devices – reliably and efficiently – while saving you money. It offers:*

- *Reduced loss or delay of revenue through reliable enterprise information delivery*
- *Faster business-cycle time through efficient, streamline business processes*
- *Reduced costs through cost-effective proactive management and tracking of enterprise information delivery from a single interface regardless of destination type or location*

## The Intelligent Link to Information Delivery

OpenText Output Management solutions work with leading enterprise applications and system management software. Its global consulting services group can help your company achieve the best possible return on an Output Management investment by providing flexible implementation and systems integration services, as well as user and technology training. And OpenText offers comprehensive maintenance and support options, no matter where the solution is deployed. The Output Management solution is the intelligent link that can help you get your critical documents invoices, contracts, claims, transaction confirmations, purchase orders – to virtually any destination – print, fax, email, web, wireless devices – reliably and efficiently – while saving you money. It offers these important business benefits:

- Reduced loss or delay of revenue through reliable enterprise information delivery.
- Faster business-cycle time through efficient, streamlined business processes.
- Reduced costs through cost-effective proactive management and tracking of enterprise information delivery from a single interface regardless of destination type or location.

## How the Output Management Solution Works

Output Management is the intelligent link you need to move your high-volume business-critical documents to multiple destinations and get them there reliably and efficiently while reducing your costs. Benefits include:

### Easy integration with enterprise applications and tools

- Offers the flexibility required to best integrate with applications such as SAP®, Oracle®, and PeopleSoft®, as well as system management software such as HP Enterprise and IBM® Tivoli.

### Enterprise-wide delivery in heterogeneous environments

- Work through one consistent interface in environments with a mix of output devices, applications, and operating systems to enable delivery to destinations both inside and outside the enterprise.
- Includes a gateway for integrating legacy mainframe systems and application systems.

### Unified infrastructure

- Delivers documents across the entire enterprise independent of operating system, hardware, and devices.
- Eliminates dependence on desktop-centric, single-function “point products.”

### Centralized, automated management

- Provides centralized, automated web-based management of output resources regardless of destination.

### Simplified report distribution and web delivery

- Bursts, bundles, and sorts relevant-only information and delivers reports to the targeted recipients according to each end-user’s specific needs with the Output Server Distributor add-on module.
- Provides fast, effective delivery of any document to the web, regardless of format with Output Server Web Delivery add-on module.

## International printing

- Accepts Unicode™ Standard documents from enterprise applications and converts them to the appropriate format without altering destination devices.
- Delivers to Unicode Standard or non-Unicode Standard destinations with Output Server International Printing add-on module.

## Integration with leading high-availability solutions

- Includes HP Serviceguard and IBM High Availability Cluster Management—to prevent network and equipment failures from disrupting your ability to access critical information.

## Output Management software—a flexible, scalable foundation

OpenText™ Output Server is the core software platform of any Output Management solution. OpenText also offers add-on delivery interface modules that enhance Output Server with added capabilities in areas such as report distribution, web delivery, and international printing, as well as software modules that provide integrations with SAP, Oracle, and leading software applications.

Output Server is an established and stable program that combines multiple, unconnected output processes into a single, easy-to-manage process. It enables reliable information delivery to enterprise output destinations, such as print, fax, email, FTP, web, wireless devices and others. It captures output from enterprise applications, routes and tracks it through final delivery, and enables re-delivery to alternate devices, if needed. Customers can simplify output formatting by letting Output Server transform any input to any output format and deliver it to multiple destinations.

One of the major benefits of Output Server is that it helps centralize the control and operation of all output resources, which can improve reliability while lowering IT costs. Robust features that simplify the administration of information infrastructure include:

- **Output Server Web Console:** Job Manager, a powerful feature of Output Server, is a web-based interface for job tracking and management available for any environment, including SAP NetWeaver®.
- OpenText™ Output Server Envoy enables easy document delivery from Microsoft® Windows® desktop applications.
- OpenText™ Output Server Explorer permits unified control and management of enterprise output resources via a graphical user interface. This allows customers to manage output resources and jobs more easily, without installing a different product for each output function.

## Add-on delivery interface modules to enhance Output Server

- OpenText™ Output Server Distributor provides intelligent, content-based delivery of reports throughout the enterprise. It extends the traditional report distribution functions of bursting and bundling with the device-independent delivery offered by OpenText Output Server.
- OpenText™ Output Server Web Delivery automates the process of publishing, distributing, and managing reports and documents to the web while making it easy to access content and track who accesses it.

- OpenText™ Output Server International Printing enables printing in any language, even multiple languages in one document, with Output Server using the Unicode Standard. If you have OpenText™ Output Server Interface for SAP or OpenText™ Output Server Interface for Oracle, Output Server accepts Unicode Standard documents from SAP or Oracle and converts them to the appropriate format. Output Server intelligently delivers documents to (Unicode Standard compliant or non-Unicode Standard compliant) print devices, faxes, web, or email destinations across the enterprise.

## Integrations with Output Server

OpenText offers additional output management interfaces to help get the data and reports generated by enterprise applications to wherever they need to go. By using Output Server with enterprise applications, the solution helps ensure that business-critical documents—such as invoices, sales reports, loan transaction reports, customer statements, and more—reach their intended destination, whether it is within the company or beyond.

- Output Manager for SAP accurately tracks SAP spool requests, assuring that critical documents are delivered on time, every time. It enhances SAP's output capabilities with an interface that can be easily integrated with existing environments. And a close partnership with SAP means that OpenText always has the latest information on SAP products. All currently supported versions of Output Server work with all currently supported versions of SAP enterprise servers.
- Output Manager for Oracle Applications enhances the native output capabilities of Oracle Applications/ E-Business Suite software to provide reliable document delivery across the enterprise. It allows helpdesk and operations personnel to easily assess and manage job status. It also allows administrators to route all jobs through a single defined printer type associated with a single printer driver.

## Support for Multiple Devices

Output Server supports a wide variety of devices—including many that are offered by other manufacturers. In addition, the Output Server Device Certification Program assures customers that third-party devices provide the feedback necessary for their critical HP Output Server functions—such as status reporting, alerts, and so on.

## System Requirements

Output Server is designed to work with the most commonly used operating systems and server platforms. It can run on Microsoft Windows, HP-UX, IBM AIX, Sun Solaris, and Red Hat Linux and SUSE Linux systems.

## Software Support Services

OpenText offers comprehensive software support and maintenance services for Output Management software products running on HP-UX, Red Hat®, SUSE, Oracle® Solaris®, AIX, or Windows operating systems. OpenText offers a wide range of service plans and purchase options so customers can receive the precise level of assistance they need from basic support to advanced account services, such as Output Management Implementation and Operations Enhancement Services.

With the support services, you receive telephone assistance from OpenText experts, defect repair with regular Service Pack distributions, as well as ongoing enhancement to the products covered by the service agreement.

- **OpenText Standard Support Services (9x5 or 13x5):**

Customers contract for the level of software support they need through a maintenance and support agreement. Customer support representatives are available via phone to answer questions and to assist customers with problem identification and resolution.

Customers can choose:

- Nine-hour support, five days a week
- 13-hour support, five days a week (except holidays).
- Extended Support Services (24x7): Customers can purchase this to supplement Standard Support Services.

It provides technical support and critical problem resolution seven days a week, 24 hours a day, including holidays.

- **Output Management Implementation and Operations Enhancement Services:** Businesses running mission-critical applications that cannot tolerate downtime without significant business impact can purchase proactive services to supplement a standard support package. These services provide regular proactive and comprehensive support as follows:
- **System Health Check:** OpenText experts perform a comprehensive analysis of the overall state of the Output Management system(s) once a year. This includes up to three production systems at one location or systems accessible via the network. OpenText experts verify disk partitions and space, operating system patches, and Output Management Service Packs, etc. They create a report that includes the information listed above and make recommendations to improve system throughput, load balancing, and reliability.
- **Support Planning:** OpenText experts document the customer's Output Management environment and validate the configuration and performance parameters. They also create an Output Management Support Plan and, if the customer has Mission-Critical Services, they integrate the two support plans.
- **Migration and Upgrade Assistance:** OpenText experts assist the customer in planning and executing upgrades to the Output Management suite of software products. They communicate and discuss new Service Packs, maintenance releases, and major releases with the customer, as well as assist them in deciding when to upgrade. OpenText experts also help with the upgrades and track how the Output Management products are used and which Service Packs need to be installed on-site.
- **Expansion and Growth Planning:** OpenText experts document the current and the future-state of the Output Management architecture. They help customers identify and analyze which additional applications and business processes within your IT environment require the Output Management solution. OpenText experts also create a plan to expand the Output Management solution utilization over time.

- **Named Response Center Resource:** This service provides for a dedicated contact in the Response Center that tracks all the customer's system's problems, who makes recommendations on patches, and also assists the OpenText Account Manager with maintaining the Output Management Support Plan and other documentation on the customer's system environment. This same Response Center contact also follows up on all cases, enhancement requests, and defects.
- **Operational and Technical Advice:** This service module provides five days of consulting time that can be used for further integration, other consulting activities, or whatever comes out of the Output Management Expansion and Growth Planning module. With this service, the customer has the flexibility to use OpenText experts wherever they are needed to improve the system operation and the business results.

## Why choose Output Management?

Choose OpenText, first and foremost, because we understand your enterprise environment and have helped numerous major global corporations in many industries successfully implement an Output Management solution. This is an end-to-end solution that you can depend on because OpenText stands for reliability.

- **OpenText understands the enterprise environment:** OpenText has helped corporations successfully implement output management solutions in real-world enterprise environments and we have close relationships with numerous application vendors that provide ERP (Enterprise Resource Planning), SCM (Supply Chain Management), forms management, and other enterprise-scale applications. Our output management expertise spans the full range of technical skills and business expertise required: from the technologies—computing platforms, destination devices, networking, high-availability, systems software, applications software, output management software—to the processes—industry-specific workflows, project management, support, implementation and training, and global deployment—OpenText can bring it all together!
- **End-to-end solution:** Output Management experts will help you integrate the Output Server core platform with your existing applications environment—including legacy applications. You can select add-on modules for enhanced

capabilities such as international printing, distribution of high-volume reports from your business applications, and delivery of documents to the web. The Output Management solution manages the flow of information between business-critical applications, such as ERP, supply chain, customer-relationship management, proprietary, or legacy systems. The captured information may also be merged with forms applications or delivered to archive or document management systems.

- **Breadth and quality of expert service:** OpenText technical consultants can also create custom interfaces to other parts of your business-process workflow, or enhance your ability to manage the system with specific tools. We can integrate the Output Management solution with leading high-availability solutions—including HP Serviceguard and IBM High Availability Cluster Management—to prevent network and equipment failures from disrupting your ability to access critical information. An OpenText Output Management solution offers comprehensive services based on decades of experience and hundreds of customers. These services encompass everything from assessment and planning of your enterprise output management and information delivery needs to solution implementation, integration, software support, and customer training.
- **Demonstrated reliability:** The unique combination of features in each Output Management solution delivers high reliability through the use of multi-channel job tracking; automatically re-submitting or resuming jobs; customized event notifications; auditing/accounting capabilities; and generation of historical information for management decision-making. With an Output Management solution, critical documents do not “get lost” between the application and the output device.

## About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on premises or in the cloud. For more information, visit:

[www.opentext.com/outputmanagement](http://www.opentext.com/outputmanagement)

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