

# OpenText Core Communications

Empower your teams with the gold standard in SaaS customer communications management



## Benefits

- Trust a globally recognized leader in CCM
- Turn everyday messages into engaging, personalized communications
- Accelerate content creation with ready-to-use design components and wizard
- Start your 30-day free trial—Accelerate your CCM transformation

## Out-of-the-box ready—Accelerate communications from Day One

Modernizing customer communications doesn't have to be complex, expensive, or slow. OpenText™ Core Communications delivers a cloud-based, multi-tenant SaaS customer communications management (CCM) solution that's ready to go—right from Day One.

Built for speed and simplicity, OpenText Core Communications gives organizations everything they need to design, store, and deliver enterprise-grade communications—without relying heavily on IT. Whether you're creating invoices, policy documents, statements, or personalized outreach, get speed, accuracy, and compliance together in one powerful, cost-effective offering.

## Why OpenText Core Communications stands out:

- **Out-of-the-box setup** with guided onboarding to start fast and scale quickly
- **Ready-to-use design components and wizard** for rapid content creation—no technical expertise required
- **Simplified web-based** design, authoring, and interactive editing
- **Built-in storage** for easy storage and retrieval of communications
- **GenAI** to accelerate content creation while boosting personalization
- **Omnichannel delivery** for a seamless experience
- **SaaS now** for continued innovation and predictable cost structure

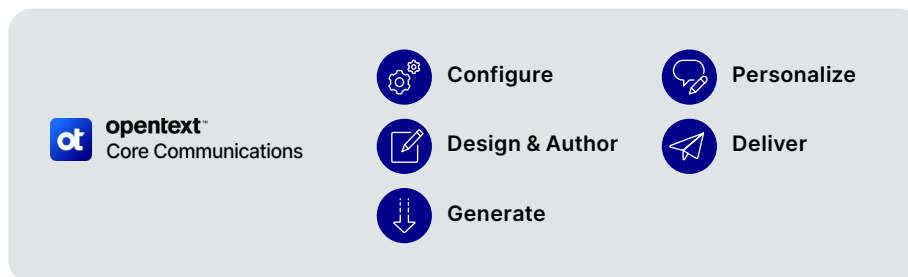
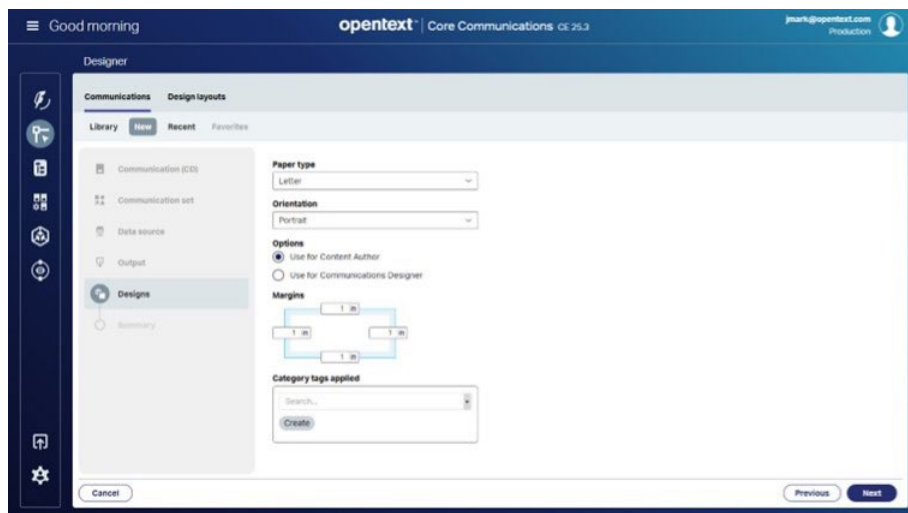
OpenText Core Communications runs in the OpenText Public Cloud consumed as a service by consumption

## Transform routine messages into powerful, personalized communications

Routine messages, like invoices, statements, and service updates, aren't enough to capture attention or build loyalty in a digital-first world. With OpenText Core Communications, turn everyday content into compliant, personalized communications that drive engagement, build trust, and elevate the customer experience. Transform static, transactional content into dynamic, personalized interactions—delivered seamlessly across both print and digital channels. Whether you're handling thousands or scaling to millions of communications annually, you can shift from basic messaging to impactful, customer-focused communications—quickly and securely.

## Communication design wizard puts control in your hands—no technical expertise required

OpenText Core Communications is powered by an intuitive communication design wizard that accelerates creating and managing personalized customer communications. Whether you're launching an insurance statement, billing notice, or marketing campaign, the wizard walks a designer through the creation of design assets. With real-time editing and preview capabilities, you can design, refine, and deliver impactful, personalized communications—without relying on IT. It's design made simple.



## Future-proof: Evolve from CCM to CXaaS

Seamlessly evolve from OpenText Core Communications to the OpenText™ Core Experience Cloud—a secure, scalable Customer Experience as a Service (CXaaS) solution. This powerful platform unifies customer communications with messaging, customer journey, digital asset management, and dynamic web and mobile experiences. Grow at your own pace and modernize your communications all while future-proofing your CX investments.

Feature	Benefits
<b>Communication design wizard</b>	Easily create personalized documents like invoices, statements, and contracts in real time for non-technical users.
<b>Web-based design tools</b>	Simplified web-based tools for design, authoring, and interactive editing.
<b>Web UI and storage</b>	Built-in storage for easy retrieval and storage of communications and a web UI making it simple for users to directly access communications from the storage.
<b>Generative AI</b>	Use GenAI assisted authoring to create ultra personalized communications at scale.
<b>Omnichannel delivery</b>	Seamlessly deliver personalized content across channels.
<b>Personalization</b>	Tailor communications based on customer data and preferences for more relevant interactions.
<b>On-demand and batch communication generation</b>	Easily generate a single personalized communication or scale up to—all tailored to your audience's needs.
<b>Integrations</b>	Integrates with: <ul style="list-style-type: none"> <li>• OpenText™ Core Messaging</li> <li>• OpenText™ Core Journey</li> <li>• OpenText™ Core Digital Asset Management</li> <li>• OpenText™ Experience Aviator™</li> <li>• OpenText™ Core Content Management for SAP® SuccessFactors®</li> <li>• OpenText™ Core Process Automation.</li> </ul>
<b>Multi-tenant SaaS deployment</b>	Get up and running fast and with automatic quarterly updates.
<b>Free 30-day trial</b>	30 days with up to 1,000 transactions