OPEN TEXT
The Content Experts™

■ **Overview**

Open Text ECM Suite

Orchestrate people, processes, and content to achieve strategic success.

The Open Text ECM Suite combines the benefits of an integrated suite with the flexibility of a modular architecture. With the Open Text ECM Suite, you will be able to *control* the risk and cost of all types of content, foster process *agility* and *innovation*, and *empower* your people to make better decisions while providing them with a compelling user experience.

Enterprise Content Management (ECM) is not just about controlling and managing business content and the repositories where it resides. It is about understanding the relationship between **People**, **Processes**, and **Content** in an organization. It is also about documenting how content flows within and across departments, what systems it touches and what processes it is tied to. In addition, it is about understanding all types of content and managing their entire lifecycle from creation through disposal.

The Open Text ECM Suite helps you orchestrate your people, process, and content though control of the risk and cost of content, fostering process agility and innovation and empowering people to make better decisions while giving them a compelling user experience.

With 17 years experience, Open Text stands unmatched in its understanding of ECM. Our comprehensive Open Text ECM Suite is a reflection of our ECM expertise, enabling you to *control* the risk and cost related to your content, *empower* your people to make better decisions, foster process *agility* and *innovation* and provide a compelling *experience* to your end-users. Furthermore, it increases process efficiency, improves user and team productivity, addresses compliance requirements, and allows you to reach new customers and better serve existing ones.

The Open Text ECM Suite brings together the content management capabilities needed to manage all types of enterprise content, including business documents, vital records, Web content, digital assets (images, audio, video), email, forms, reports and more. In addition, it fosters team collaboration with project and community workspaces, forums, blogs, wikis, and real-time instant messaging and collaboration. To complete the offering, the Open Text ECM Suite also provides business process management tools that allow you to build the processes that connect your people and content.

Benefits of an Integrated ECM Suite:

- **Improved user and team productivity**

- **Lower costs of deployment, administration, training**

- **Greater process efficiency**

- **Increased leveraging of knowledge assets**

- **Tighter control of content use and consistency**

- **Improved customer interaction and experience**

- **Enhanced litigation readiness and reduced litigation risk**

- **Greater ability to comply with external regulation and internal controls**

An integrated, flexible architecture

Many vendors have recognized the need for an ECM suite that brings together all of these components, but have decided to meet this need in different ways. At one extreme, some vendors have simply bundled together a number of separate applications and called this bundle "a suite." While this approach provides the flexibility to deploy different applications at different times, it provides no integration benefits and generally a higher Total Cost of Ownership (TCO). At the other extreme, some vendors have created a large monolithic architecture, attempting to implement all applications on a single server. While this provides tight integration, it lacks flexibility, has very high deployment costs, and it takes longer for the vendor to release new versions in response to changing market needs.

The approach of the Open Text ECM Suite is a balanced one that lies between these two extremes. The Open Text ECM Suite is based on the modular, well-integrated Open Text Content Services service-oriented architecture (SOA). This architecture allows us to put the needs of you the customer first. It provides you with the benefits of common layers of integration that enable all elements of the suite to communicate well and share information, while at the same time being flexible and agile enough to address the specific requirements of your business.

Open Text Content Services are shared services that are leveraged by all elements of the Open Text ECM Suite. These services include Enterprise Library Services, Enterprise Process Services, Enterprise Collaboration Services and User Experience Services. When you invest in deploying one element of the Open Text ECM Suite (such as document management), you can leverage the same Open Text Content Services infrastructure when you deploy other elements of the Open Text ECM Suite later on. Not only does this ensure content integration, it means less training for your IT administrators and lower TCO.

Open Text ECM Suite Components

As noted above, the Open Text ECM Suite brings together the content management capabilities needed to manage all types of enterprise content. The table below provides more information about the capabilities that each component of the Open Text ECM Suite provides.

Document Management	Document management provides the repository for business documents (Microsoft Office, CAD, PDF, and so on) as well as the organizing, displaying, classifying, access control, version control, event auditing, rendition and search services for the documents and their content.
Collaboration & Community Management	Collaboration and community management provides a range of tools that facilitate people working with each other as well as with content and processes. These tools include project and community workspaces, real-time instant messaging, instant online meetings, screen sharing, wikis, polls, blogs, discussion forums and more.
Web Content Management	Web content management provides tools for authoring, maintaining and administering sophisticated Web sites that offer a compelling visitor experience and seamlessly integrate content from many internal and external sources.
Records Management	Records management enables control of the complete lifecycle of content objects by associating precise retention and disposition rules with each content asset. These rules control if and when content can or must be deleted or archived on less costly storage media.
Email Management	Email management services enable the archiving, control and monitoring of email to reduce the size of the email database, improve email server performance, control the lifecycle of email content and monitor email content to ensure compliance.
Capture & Delivery	Capture and delivery tools provide means of converting documents from analog sources such as paper or fax to electronic documents, applying value-added functions to them, such as optical/intelligent character recognition (OCR/ICR), barcode scanning and so on, and then releasing them into the Open Text ECM Suite repository where they can be stored, managed and searched.
Business Process Management	Business process management (BPM) provides the tools for analyzing, deploying, executing, and monitoring the daily business processes in which content is referenced by people to make decisions. BPM often involves interaction with other enterprise applications such as those from SAP® and Oracle®.
Digital Asset Management	Digital asset management provides a specialized set of content management services for ingesting, browsing, searching, viewing, assembling and delivering rich media content types, including images, audio, video, Adobe Flash and so on.
Archiving	Archiving helps bring storage expenses under control through optimization of storage use. It manages content storage policies according to business context, harnessing the rich metadata of IT applications to optimize storage use—including de-duplicating and migrating data automatically through multiple storage tiers, leveraging less expensive media, while providing high-end storage services to further reduce storage demands.
Content Reporting	Content reporting provides tools for analyzing content and generating reports on virtually any set of data and organizing and formatting data output for distribution to channels such as print, email, fax, Web sites and portals.

Open Text ECM Suite Applications

Open Text provides numerous content applications built on the core Open Text ECM Suite, including:

- Contract Management
- Project Management
- Accounts Payable
- Internal Controls
- Litigation Management
- Enterprise Publishing
- Communities of Practice
- Library Management

as well as numerous industry-specific applications for Life Sciences, Energy, Manufacturing, and Government.

The Open Text ECM Suite also provides specific solutions for customers with the following environments:

- Microsoft® SharePoint
- SAP Applications
- Oracle Applications

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Open Text is a publicly traded company on the NASDAQ (OTEX) and the TSX (OTC).**