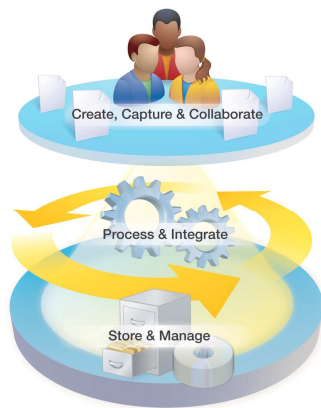


■ Solution Overview

Open Text Content Lifecycle Management

End-to-end management as content flows through critical processes

Global organizations face complex and daunting challenges around the business content they create and receive. They also face an opportunity to increase productivity and compliance and to reduce storage costs.



Managed content flow across the organization

Typical information workers create and edit ever-increasing volumes of content, often collaborating with internal peers and external stakeholders as information is transformed from draft to final deliverable. Deadlines are tight, email inboxes are clogged, and understanding whether the right person has the right version at the right time is often needlessly confusing and time consuming, reducing productivity. Compliance officers and General Counsels are worried that by not identifying and managing content appropriately (business records and non business records), users are increasing the organization's exposure to risk. And IT is watching storage costs balloon as they have no effective way to identify duplications in email attachments and file shares, what is important to keep, for how long, and what can safely be pushed to lower-cost storage media.

“For us, the implementation of the Open Text ECM Suite with Open Text Records Management was about replacing old, unsupported systems. Without moving to these products, we wouldn't have been able to improve efficiency and meet our regulatory requirements. We have ensured security and visibility of information, are compliant with legislative requirements, and we no longer have to worry about lost or misplaced documents.”

Marcus Darbyshire,
CIO, South East Water

Open Text Content Lifecycle Management gives organizations the right mix of industry leading Enterprise Content Management tools to manage content throughout its entire lifecycle and orchestrate people, process, and content to create business value and achieve strategic success. This integrated offering helps increase productivity through imaging, document management, graphical and intuitive workflow and minimizes the risks and costs associated with content through its top ranked records management and archiving capabilities.

Meeting Personal and Team Productivity Needs

Productivity suffers when users struggle to find documents, verify latest versions, and put context around content created by other people. The volume of information being delivered across email, shared drives, or legacy intranets can be overwhelming to manage and monitor. Collaborating on documents via email is difficult when inboxes are glutted with junk and duplications. Email was designed to be a messaging platform, not a content repository, but in lieu of alternatives users adapt business needs to the technologies they have, often resulting in documents stripped of larger context—such as business processes or centrally stored cases or files—and not managed according to a standard process with proper permissions. Confusion mounts and transparency is lost at the front end (capturing valuable knowledge and best practices important to information workers) and at the back end (enabling search, managing records, and conducting eDiscovery on managed content stores). Work is inefficient and content is often recreated: the wheel is reinvented again and again.

To gain control over this chaos, organizations need a central environment to bring structure to corporate content. Open Text Content Lifecycle Management enables users to work together on business documents throughout the process lifecycle—either ad hoc or in more structured ways guided by workflows and with views tailored for different target groups to help establish the full business context relevant to them, independent of any particular content application. The end-to-end integrated suite is built on the foundation of a high-performance and comprehensive document management system, powerful metadata management, and imaging for scanning and physical items management, which extends content management to legacy paper storage.

■ Solution Overview

Meeting Corporate Mandates to Reduce Risk

The foremost concern of compliance and legal is not productivity but the risk associated with compliance, audit, litigation, and eDiscovery. Valuable data must be preserved and obsolete records destroyed to minimize risk and enhance corporate accountability. Content represented in records or adrift in unmanaged e-mail, shared drives or any content store compromises the integrity and security of information. Loss of information and knowledge can negatively affect an organization's ability to defend itself, and legal costs or penalties directly hit the bottom line. Limiting access to information or imposing time consuming and confusing records management can harm productivity, and delaying regulatory submissions can cost the organization time and money.

Open Text Content Lifecycle Management enables organizations to deliver complete, comprehensive record classification and lifecycle management for all corporate records and information holdings, regardless of content store or format (paper or electronic). It empowers information workers to capture and categorize the corporate content they manage according to organizational policies, thereby ensuring regulatory compliance, reducing risk, streamlining auditability and transparency, and increasing the efficiency and cost effectiveness of necessary tasks.

Reducing Storage Costs and Total Cost of Ownership

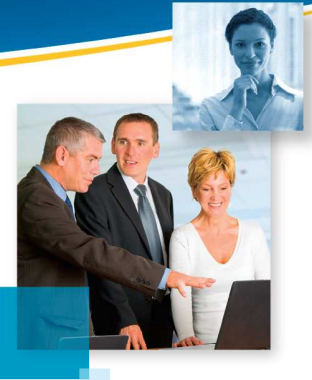
IT departments' challenge is the cost of storage across a global business. Storage requirements and content production are increasing rapidly as digital media and Web 2.0 enhance business documents, while paper documents are digitized. Users have come to expect cheap and available storage, and duplicated and redundant content proliferate. At the same time, storage vendors often charge extra for storage-reduction technologies, while managing data outside of business context. Organizations can find themselves locked into hardware-specific storage platforms, incurring long-term migration risks and costs and losing the flexibility to manage their storage needs in a platform-neutral environment, driven by the evolving needs of the enterprise.

Open Text Content Lifecycle Management helps bring storage expenses under control by integrating content management and lifecycle services with a layer of intelligent storage virtualization. Storage is driven by business context, harnessing the rich metadata of applications to optimize storage—automated data migration across multiple storage tiers, leveraging less expensive media for less critical or active content—and ensuring high availability of premium storage services for essential business content.

For organizations looking to meet their corporate governance and information worker productivity goals, with a low total cost of ownership, Open Text Content Lifecycle Management simplifies the path to success.

Feature Summary

Document Management	Fully featured, highly scalable, Web-based document management provides a secure, single repository for organizing and sharing enterprise content.
Workflow	Automates processes, such as change requests and approval, for accuracy and consistency. Design graphically, according to corporate or regulatory standards.
Imaging	Transforms physical records into valuable digital assets. Scanned information is indexed and classified with metadata to make it fully searchable.
Records Management	Enables full lifecycle management of all enterprise content, electronic or physical. Control retention and ensure destruction at the right time.
Intelligent Storage Management	Optimizes storage according to business context and metadata. Leverages less expensive media and provides high-end storage reduction services.



Benefits:

- Integrate content into business processes and manage it as a critical business asset
- Increase productivity by delivering and sharing content in its full context
- Achieve compliance and reduce litigation risk
- Enhance content security and integrity throughout its lifecycle
- Integrate seamlessly with other strategic vendors
- Manage large volumes of information, and reduce storage costs

OPEN TEXT

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