

OpenText Content Management for G-Cloud 15

Service Definition Document - Framework Reference RM1557.15

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Overview of Service

OpenText™ Content Management for G-Cloud offers organisations a way to transparently integrate comprehensive content lifecycle management with their lead applications, allowing for seamless information flow between all systems.

It is available with optional out-of-the-box integrations for many leading business applications like SAP®, SAP® SuccessFactors, Oracle®, Microsoft® Dynamics 365™ and Salesforce®, but it also comes with the tools, APIs, and templates needed to create custom integrations to other systems.

Organisations endeavor to transform themselves into digital businesses by providing exceptional customer experiences; however, with brittle, dated and inefficient internal systems and processes, they struggle to make the transformation. Silos of data, complex linear processes and disparate application landscapes are all barriers to transformation.

Content Management is an enterprise solution that suits the requirements of modern digital administration for public sector organisations.

Bringing content and processes together, Content Management provides access to information when and where it's needed to improve decision making and drive operational effectiveness.

OpenText™ Content Management helps build a foundation for an organisations digital transformation by integrating Enterprise Content Management (ECM) with lead applications to bridge information silos, improve processes and strengthen governance. It is a revolutionary approach to ECM that can:

- Provide content in context across departments for information-centric business processes.
- Automatically apply and leverage metadata and classification in the background, giving users faster, more reliable results.
- Provide workers with a modern user experience, centered in the application they know and prefer, improving user adoption and creating a better way to work.
- Manage content throughout its lifecycle and more easily comply with internal and external governance regulations and policies.
- Achieve a single source of truth.
- Improve transparency and insight to make more informed decisions and facilitate process improvements.
- Turn previously disconnected unstructured documents into searchable, structured data.

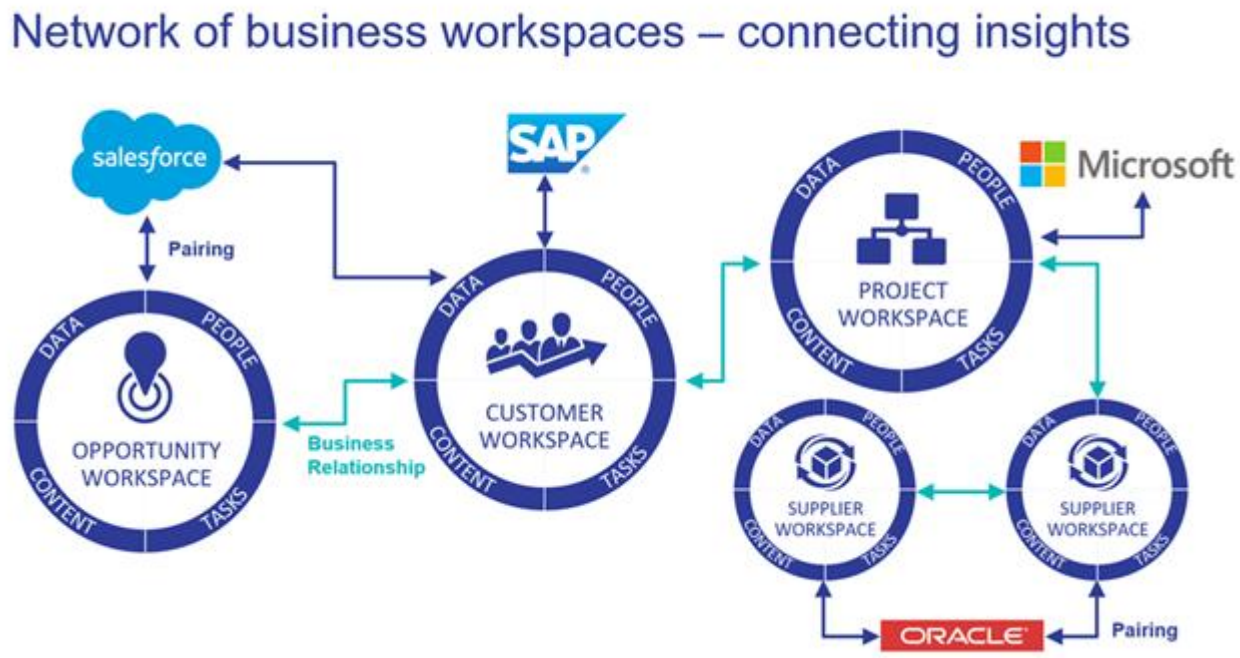
OpenText™ Content Management integrates the Office 365 suite with a centralized content management platform and other key process applications. Creating continuous information flows, the solution provides access to the information needed for productivity, collaboration and decision making and applies governance to content created within Microsoft applications. OpenText™ Content Management integration with Office 365 gives the ability to:

- Automatically integrate Office 365 content into a content management framework for comprehensive lifecycle governance and sharing across systems.

- Automatically retrieve and display business information from other lead applications, such as Salesforce and SAP, directly in the UI of each Office app.

- Protect incoming and outgoing content, manage access and control and prevent data leaks using Microsoft Purview Information Protection.

- Capture, classify and introduce full lifecycle management of content, including chat, files and wikis, created within Teams, while making it available to other people and processes that may need it.



Content Management connects the processes that generate enterprise information, allowing consistent metadata values to be transparently applied behind the scenes and relevant content to be delivered quickly and efficiently wherever it's needed.

Users work in the business application they know, while simultaneously gaining access to all the information they need to get their job done. The business gains a single source of the truth, helping ensure compliance and control across all systems.

The Evolution to Content Management

Processes drive a business. From the sales cycle to payroll, purchasing to maintenance, virtually every part of every business is fueled by processes. As the amount of digital information has grown at a truly overwhelming pace—and only continues to increase—old methods of doing things have just as quickly become obsolete, slowing productivity, impeding decision making, causing workarounds, and increasing risk.

Enterprise Content Management (ECM) was the initial would-be hero of every business's quest for a solution to the data problem. It was supposed to provide the elusive "single source of truth" and was generally implemented as a standalone repository for content where defensible governance and security policies could finally be applied to large segments of the ever-increasing volumes of unstructured information flowing through organisations.

But what it offered in promise of improved information governance and compliance, it lacked in improving the increasingly complex processes that are the lifeblood of the organisation. Other systems like Enterprise Resource Planning (ERP), customer resource management (CRM), and human resource management (HRM) evolved to handle specific processes that can't be addressed by ECM, but this caused new problems. Should emails and contracts be stored where the user wants them—in the CRM system—or where the records management team requires—in the ECM system? The sprawl and silos began, with different versions of the same contract in different systems, making finding the right one challenging and time-consuming.

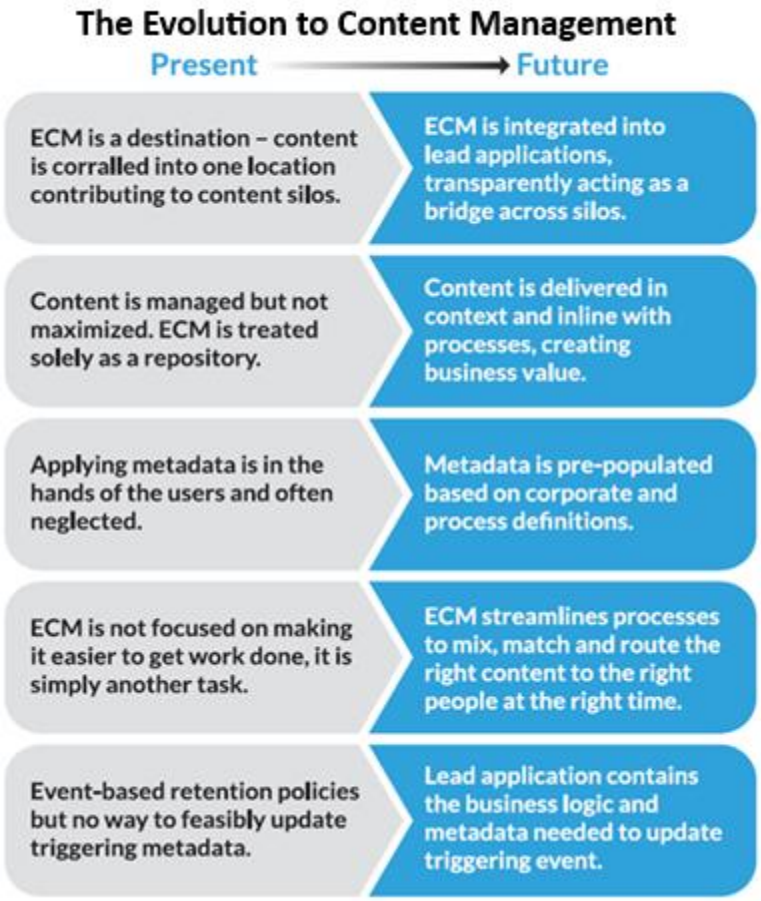
Improving Process Productivity

The promise of ECM is still as valid and important as ever, but a focus on process improvement—better process productivity—is the key to achieving it. To realise that promised potential, organisations must find a way to bridge the gap between the silos of information and the lead applications, where work actually takes place. As organisations undergo digital transformation, ECM can no longer be a one-way, siloed destination where content is relegated for long-term storage.

By integrating ECM into lead applications, organisations create a best-of-both-worlds scenario. Users get to work in the application they know and prefer, while gaining effortless access to the right unstructured information when they need it. They get their content in context—e.g., contracts stored in the ECM system are available in the account view of the CRM system.

And where ECM system implementations were massive projects with stakeholders across the organisation and requiring complex taxonomies and hierarchies, months to years of planning, and long roll-outs with extensive user training, extending ECM can be done one process at a time and it can leverage work already done for the business process. The data that is standardised in structured systems can be used as metadata that is automatically applied to documents.

This automatic application of metadata turns unstructured information into structured information— data that can be sorted, queried, and referenced. ECM becomes the backbone supporting any number of integrations to lead applications while ensuring that retention and information governance policies are followed. Users no longer have to switch between different applications or search for needed files across systems. They have instant access to what can finally be a single source of the truth.



Reimagine work with AI

OpenText empowers businesses with cutting-edge AI solutions, revolutionizing information management, customer experiences, and security. With generative AI, LLMs and advanced data analysis, our AI-led OpenText Aviator technology boosts productivity and enhances decision-making. Explore use cases and unlock the potential of AI for your business with OpenText.

Working with the Content Management Platform, OpenText Content Aviator is the intelligent assistant everyone wants

- Quickly discover, analyse and summarize content
- Unlock document insights instantly
- Boost productivity

Content Management Product Options

Content Management integrates with leading business applications including SAP®, SAP® SuccessFactors, Oracle®, Microsoft® SharePoint®, Microsoft® Office 365™, Microsoft® Dynamics 365™ and Salesforce®.

Learn more about OpenText Content Management: https://www.opentext.com/products/content-management.









Pricing

Please refer to the pricing document published in the G-Cloud portal alongside this Service Definition.

Option: Bring your Own License:

Many Customers within the UK Public Sector, due to regulations and governance requirements driving the need for a robust and market recognised Enterprise Content Management, have already selected and made investments in the OpenText licenses running on their own premises.

Provision is available for our Customers to bring their own license entitlement with them to our cloud. Depending on the nature of the license estate, this can be offered in a case-by-case basis. For more details of this service, please contact OpenText.

Option: Content Management Plans

OpenText now offers organisations the option to leverage Content Management as a cloud service with either custom or standardized private cloud plans through the new Plans. Plans offer simple and transparent tiered plans built around the most common customer use cases, with optional extensions, including an Add-On for Government. Learn more about the Content Management Plans here.

Service constraints

Maintenance Activities and Windows:

OpenText will from time to time during the term be required to temporarily reduce or interrupt access to the Services for maintaining or updating the Services ("Routine Maintenance"). OT will notify the Customer in advance prior to using any window for Routine Maintenance.

There may also be maintenance or change activities mutually agreed and scheduled by OT and Customer to conduct maintenance activities on the Services outside of the defined Routine Maintenance Windows ("Scheduled Customer Maintenance"). Use of such maintenance windows are assessed and mutually agreed on a case-by-case basis.

OpenText may temporarily limit or suspend the availability of all or part of the Services if it is necessary (i) to address an urgent situation that could not have been prevented by OpenText using IT industry standard practices and preventive measures described in this Agreement (ii) for reasons of public safety, security, interoperability of services, data protection, or (iii) to perform work that is immediately necessary for operational, technical or security reasons (all "Emergency Maintenance" activities).

OpenText will use commercially reasonable efforts around the scheduling of maintenance activities to minimise the disruption to Customer's business. In most cases downtime due to maintenance is not included in the calculation of application availability uptime, but there may be variances based on the specific product offering ordered.

Ordering and invoicing

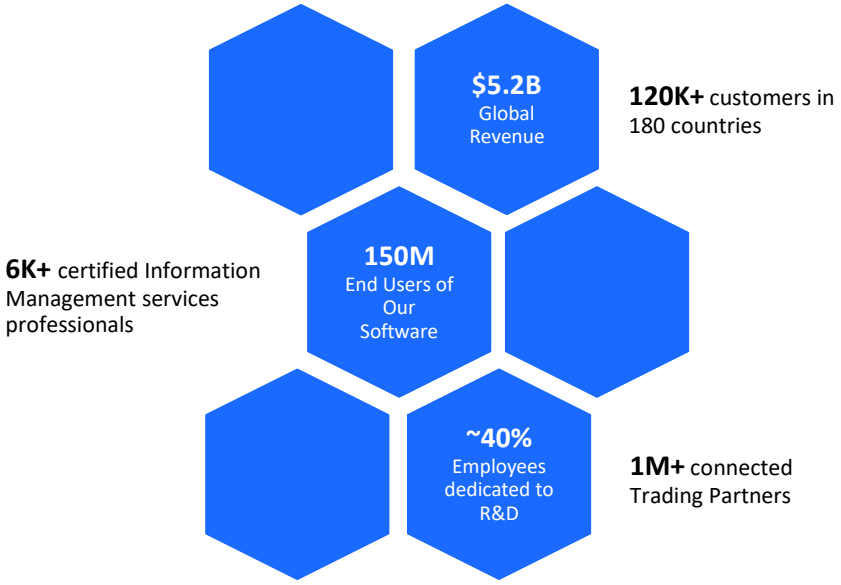
The service can be purchased by contacting your OpenText sales representative. Once a contract has been signed and returned to OpenText, service will be provisioned in line with the agreed terms. Invoicing will be undertaken in line with the Order form and section 7 of the accompanying OpenText General Terms of Service (GTS) – G-Cloud document.

Termination of contract

This information is provided within the accompanying OpenText General Terms of Service (GTS) G-Cloud document.

Technical requirements

- Sufficient internet connectivity between Customer and OpenText Cloud.
- For productised integrations the ability to deploy and run enabler software in the leading application, e.g. SAP, Salesforce etc.



We are OpenText

OpenText, The Information Company™, powers and protects information to elevate every person and every organization to gain the information advantage. A leader in Information Management, OpenText offers a comprehensive portfolio across content, business network, digital experience, security, application modernization, operations management, and developer APIs.