

OpenText Information Archive for G-Cloud 15

Service Definition Document - Framework Reference RM1557.15

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OpenText Information Archive for G-Cloud 15

Overview of Service

Data residing in legacy applications and isolated repositories is difficult to use and govern. A solution that integrates static data into business workflows and enterprise compliance policies is essential for holistic digital transformation.

As public sector organisations push for digital transformation, data becomes their most valuable strategic asset. While this data creates new opportunities due to technology disrupters (analytics, digital enterprise and cloud), it forces organisations towards application rationalisation for optimum cost and risk reduction.

OpenText Information Archive provides a compliant enterprise archive to address all your business-complete data compliance and access needs.

Information Archive accepts any data, including structured data which is archived in an open, neutral format, as well as raw file attachments, images, and even print streams in AFP format

Comprehensive compliance is provided through retention and hold policies, tailored to your business rules. OpenText Information Archive uses a cost-effective approach to address new business needs -meaning less IT resources needed to provide compliance and a lower overall total cost of ownership for an application portfolio.

OpenText Information Archive reduces cost and complexity inherent to your ever-increasing static data.

With Information Archive you can focus on extending data to new users and providing new contexts such as high-level strategic or 360° views.

Information Archive can be tailored to meet your archiving needs, ingesting and presenting any data type. Search and export can be configured to meet granular business rules, through either our own modern and flexible user interface or our extensive RESTful API. Integrated into your IT, it's an integral component of a comprehensive information management strategy that addresses the needs of users, IT and business.



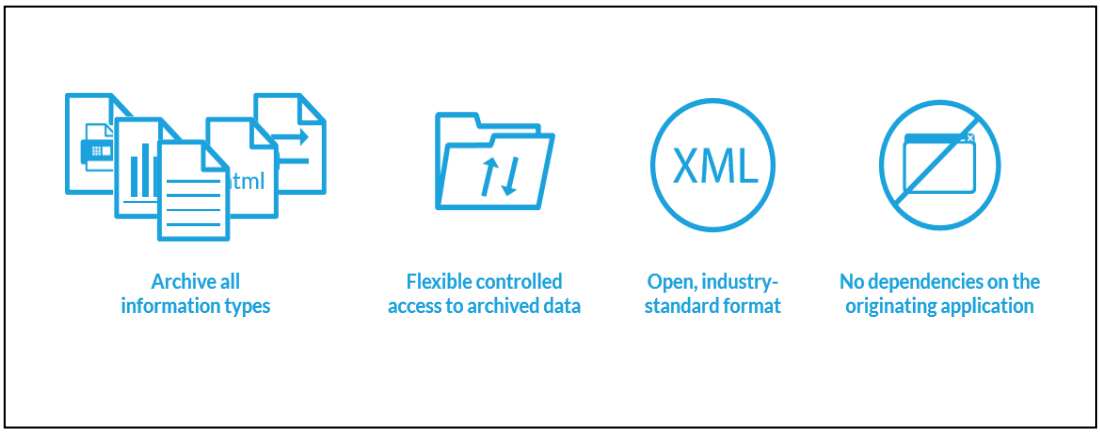
Utilise one archive strategy

With Information Archive, you are not restricted by a siloed approach for your archiving needs:

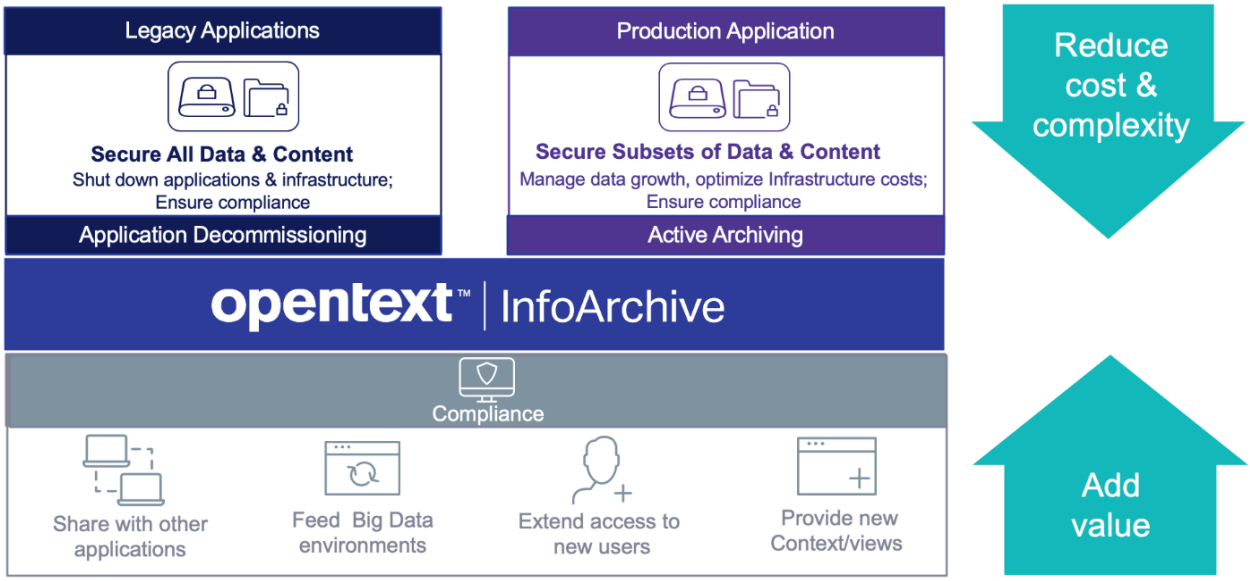
- Structured data coming from mainframe or legacy database applications
- Structured data coming from business object-oriented application
- Unstructured data coming from Electronic Document Management systems
- Advanced hybrid data combining business data with files used as references/relations to the overall context
- Enables large-scale application retirement while enhancing the value of inactive data by integrating it into active workflows and processes supporting new users, cloud applications and analytics
- Enables organisations to comply with retention and compliance requirements—in an easily accessible unified archive

Archiving built for access

- Information Archive is an Enterprise Information Archiving Platform that unlocks data of all types, trapped in siloed applications, lowering IT costs, preserving compliance, and putting application data to work
- Information Archive considers archived data as simply business-complete, not old
- Access and user presentation are key focus areas for Information Archive. It can be configured for infrequent, audit-related access or scaled for real-time, frequent access suitable to end-user portals
- Asynchronous search and export suitable for audit or eDiscovery
- Synchronous Access through an end-user application for a 360-degree view of all related information
- Customisable based on use cases requiring frequent access of recent data or background searching of aging data

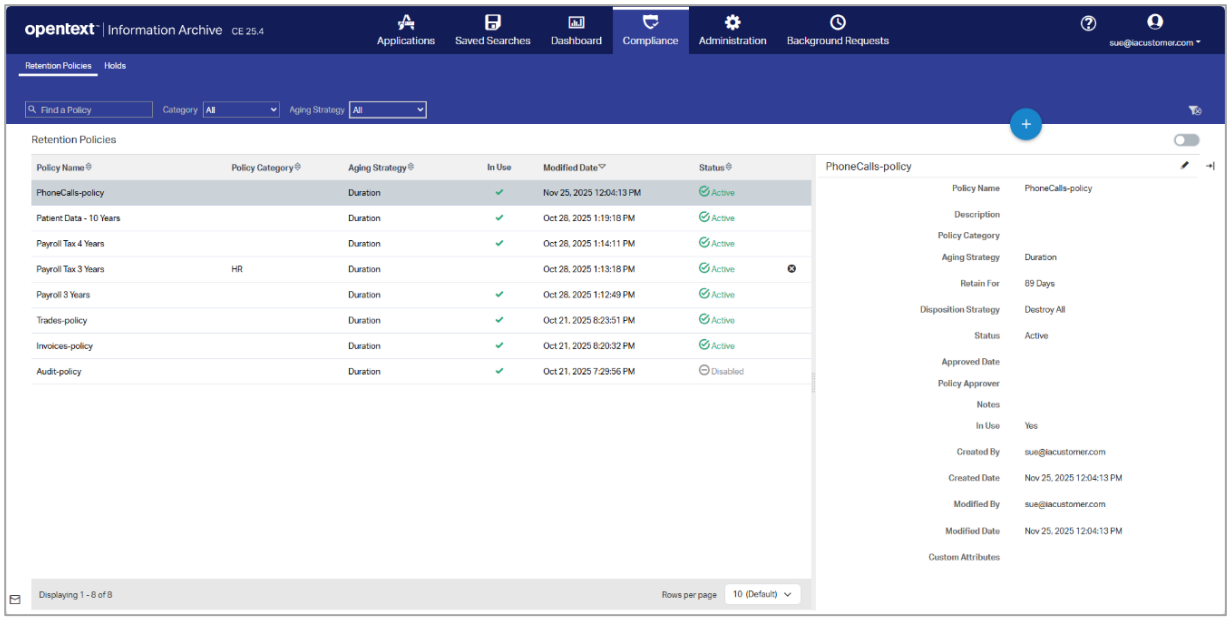


Capability



Powerful retention management

OpenText Information Archive simplifies retention and hold policies. Offering duration, date and event-based retention that can be applied easily on an application, package or record level. Also offers rule-based retention for advanced business needs.

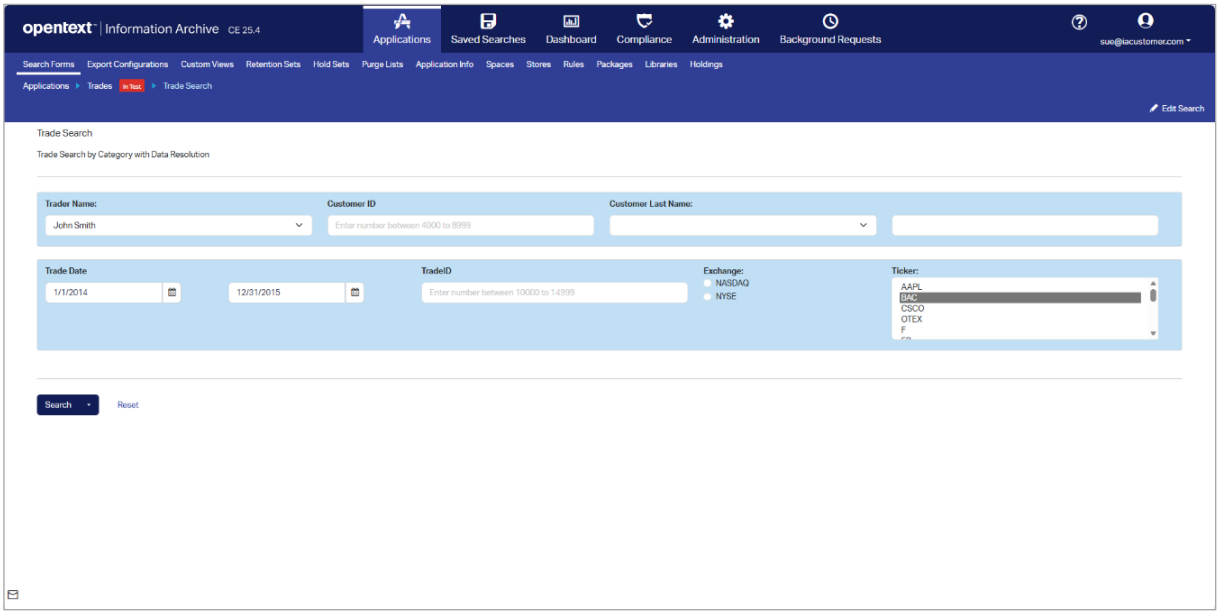


OpenText Information Archive – Compliance – Retention Policies UI

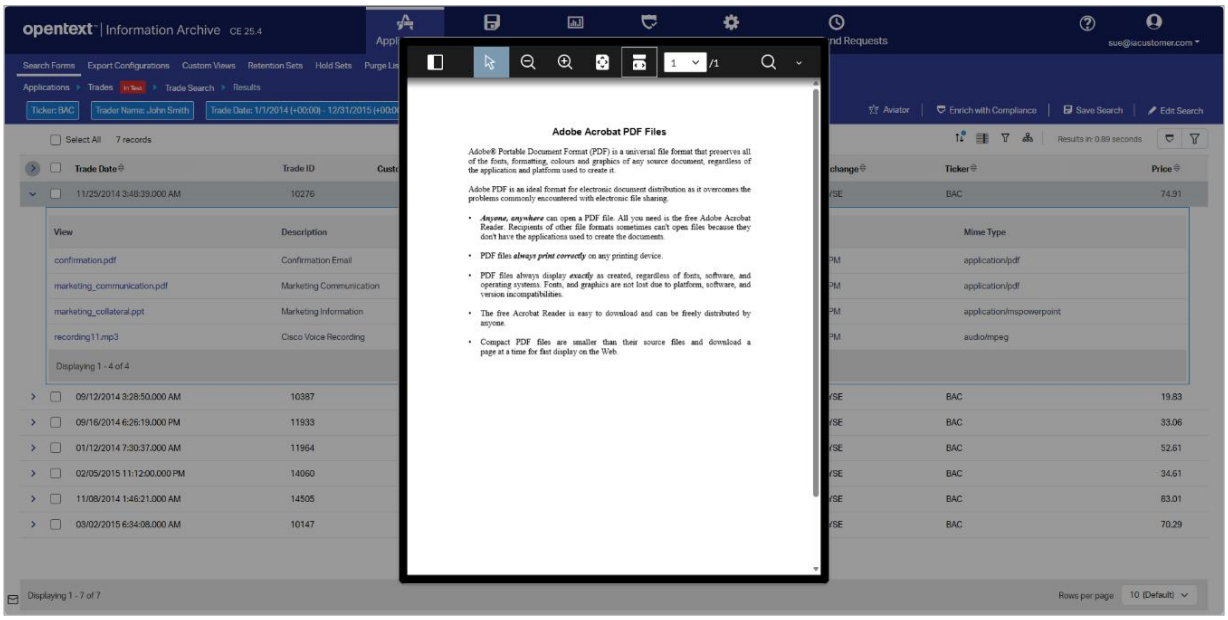
Search and Retrieval Experience

Switching applications often means switching interfaces, a painful process for users. Letting them work within a familiar interface that presents the information in a way that they know, and which serves their workflow, is critical to maintaining operational efficiency. Information Archive offers a highly configurable web interface that quickly puts archived data back in the hands of users. Additionally, Information Archive includes a REST API that enables IT to integrate the data into live applications, such as customer self-service portals.

Information Archive offers the ability to configure tailored and granular search needs based on the profile of the user and the security levels. Different groups can access the same application data by limiting or forcing search criteria or limiting or masking search results. This configuration is independent of UI or REST choice, offering secure exports based on different profile needs.



OpenText Information Archive – Search Composition UI



OpenText Information Archive – Results from Search UI

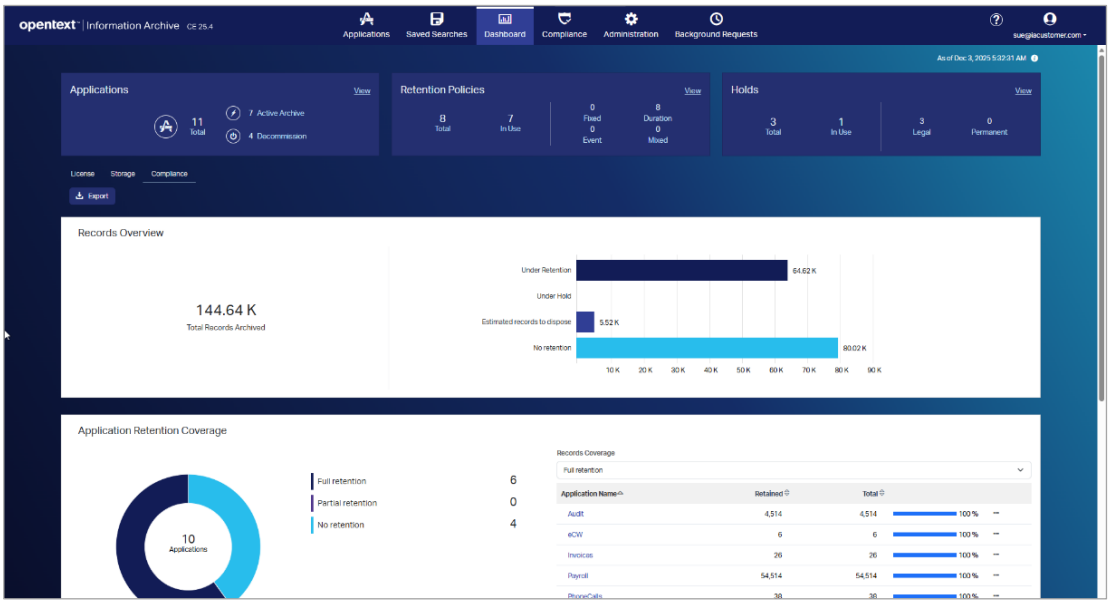
Working with analytics

Information Archive's primary function is reducing the cost of maintaining static, business-complete data without restricting accessibility to that data. Data analysts need access to historical data more than ever before. Information Archive can make data accessible for a myriad of data analytics and machine learning tasks through a JDBC interface, as well as REST services for report-driven analytics. This approach makes it easy to combine archiving and analytics under a single platform, avoiding the costs of a separate data lake to support analytics needs.

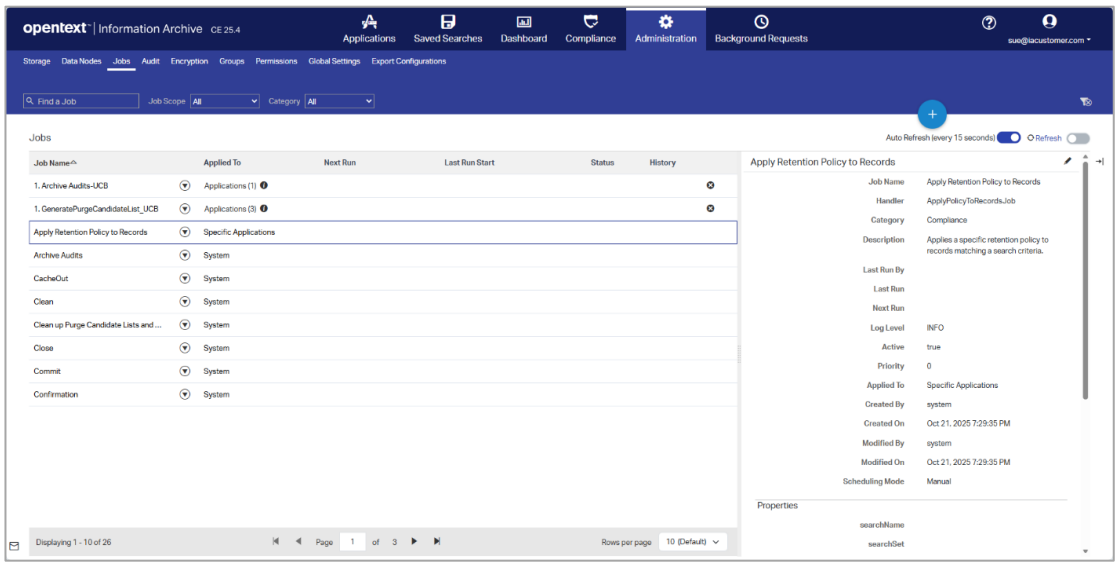
Administrative control

OpenText Information Archive offers a complete administration interface:

- Flexible job management related to retention, traceability, statistics, purge, which can also be controlled by an enterprise scheduler
- Dashboard provides administrators with key information such as storage by application. An enterprise monitoring tool can also access the audit information to extend reporting capabilities



- Retention, hold, collection, legal matter, approval management offer administrative control to retention administrators, while still offering the ability to control all these elements through another application.



OpenText Information Archive - Administrator Management

Enterprise strength security

OpenText Information Archive provides class-leading, enterprise-grade information security. Role-based controls limit access to segments of data or elements of that data. Optional data encryption helps comply with stringent data archival and privacy regulations. OpenText Information Archive has everything needed to ensure a flexible and safe environment for your archive data:

- Identity Management support with active directory integration for secure enterprise user management and authentication
- Metadata and content are packaged for archival, ensuring integrity and optimised disaster recovery
- SSL encryption to ensure security of files in transit, and optional storage encryption for files at rest in the cloud

Optional add-on: Generative AI natural language and full text search

Enable conversational search and analytics on archived data with OpenText Content Aviator. Searches metadata and full text and accesses custom reports and records in their original context. OpenText Content Aviator uses secure, enterprise AI models that protect your data. You retain full control over how your information is used and processed.

Pricing

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

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

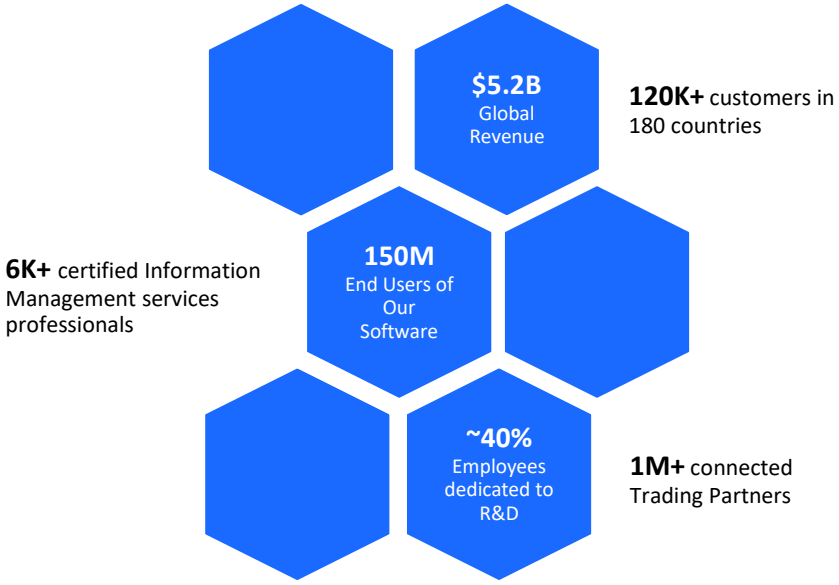
The service can be purchased by contacting your OpenText sales representative. Once a contract has been signed and returned to OpenText, service will be provisioned in line with the agreed terms. Invoicing will be undertaken in line with the Order form and the accompanying OpenText General Terms of Service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

Termination of contract

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

Technical requirements

- Sufficient internet connectivity between Customer and OpenText Cloud.



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.

For more information about OpenText products and services, visit www.opentext.com. OpenText is a publicly traded company on both NASDAQ (OTEX) and the TSX (OTC).

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