

OpenText Documentum Content Management for G-Cloud 15

Service Definition Document - Framework Reference RM1557.15

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Overview of Service

Documentum CM for G-Cloud Edition combines cloud operational efficiencies with on-premise flexibility and configurability.

- **Spend more time doing what you do best, by letting us do what we do best**
- **Enable organisational elasticity for faster turnaround and business agility**
- **Consume the services you need when you need them**
- **Ready-made infrastructure promoting security, compliance, and governance**

ECM as the Foundation for Business Transformation Content in the digital world is the new currency, which needs to be, not just managed, but also maximized to extract more value in the context of the business it serves. Enterprises are struggling to organise, manage, and extract value from an ever-rising deluge of structured and unstructured information from varying sources. Meanwhile, litigation and regulatory risks and requirements increase in lock-step with those volumes of information.

Deploying Enterprise Content Management is the first step to digital transformation. It has the ability to transform your business by enabling sharing, collaboration, analysis, and decision making, based on the effective management of content to harness its potential, while mitigating risk through governance, compliance, and security. But deploying an ECM initiative is not a small undertaking for any enterprise. Businesses often struggle to meet their timelines for deployment as they balance their business needs with hardware and user requirements. This leaves implementation teams with drained budgets and worn out goodwill caused by trying to satisfy too many diverse requirements. For more and more companies, the solution to these problems is deploying ECM in the cloud. But many are still leery that the cloud may not provide the right level of security, won't be flexible enough to allow for customised solutions or will not allow for integration to their existing and vital enterprise applications.

Deploying an optimised cloud with flexible options to grow your solution

OpenText Documentum CM G-Cloud Edition offers a simplified, clear cost option for your OpenText solution operation. It can reduce the cost, time, and staff needed to care for and feed your OpenText solution. Documentum CM in the Cloud eliminates the need for investment in infrastructure and frees up your expert IT staff. Documentum CM G-Cloud Edition is built to be as flexible and configurable as what you are used to with your on-premise applications.

Accelerate your Time to Go-Live with the Right Products and the Right Cloud Services

OpenText Documentum CM G-Cloud Edition allows organisations to accelerate their cloud implementations and, consequently, their business. The set-up and configuration process is easier and the organisation is always using the most current product versions:

OpenText is responsible for development, testing, and upgrading of the software. Cloud delivery takes the complexity out of your purchasing decision. OpenText provides all the hardware, software, and system administration expertise needed to manage a new solution, allowing you and your employees to focus on your core business. This is a significantly more valuable way to spend your time.

Built by our ECM Experts, Managed in the OpenText Cloud

OpenText Documentum CM Cloud Edition combines cloud operational efficiencies with on-premise flexibility and configurability. Our ECM experts create a centralised repository of organised business content that is managed in the cloud and accessible from anywhere at any time. Unlike commercial cloud platforms, the OpenText Cloud is powered by a backbone of expertise in B2B commerce, compliance, and information management. The OpenText Cloud provides one stop for all your EIM needs, from product, support, application management and Professional

Services. It grows with your needs with flexible options to support the right deployment model, from departmental to mission critical enterprise applications. It provides enterprise-class infrastructure promoting security, compliance, and governance.

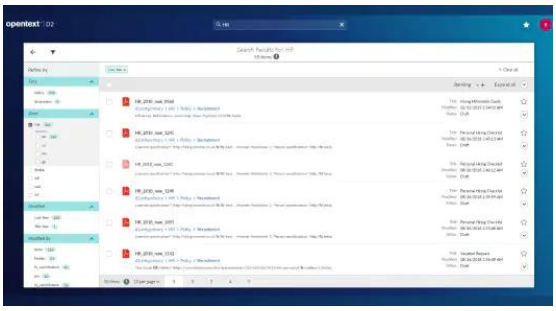
The Documentum CM Product Overview

OpenText™ Documentum™ CM uses an intuitive intelligent Smart UI that can be used to access and interact with content stored in a Documentum Server. With Documentum CM, users control their own, personalized view of the information and tasks that pertain to them to see exactly what they need to get their job done. Working on any internet browser, Documentum CM automatically adjusts to the screen size being used. **Documentum Aviator AI** empowers user to instantly extract precise insights from vast content libraries, slashing the time spent on manual searching and data synthesis. By automating complex document workflows with generative AI, it allows your team to focus on high-value decision-making rather than administrative overhead.

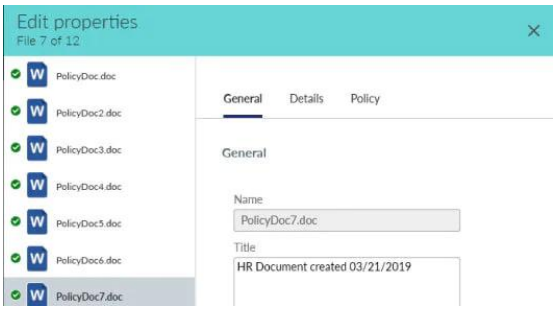
For administrators, Documentum CM offers a configuration tool and rules engine that governs the policies and behaviors of content in OpenText™ Documentum™ as well as the interaction between the content and users. Automated document control ensures compliance with content governance policies, while powerful configuration capabilities eliminate the need for custom code.

Features

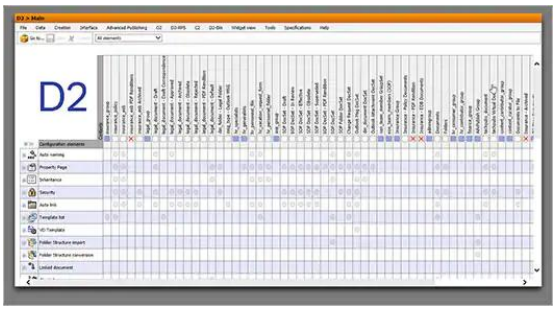
Simplified information management
Streamlines content management requirements, highlighting key review-and-approval workflows, making it easy to find content through saved search forms and automating governance for documents in highly regulated industries.



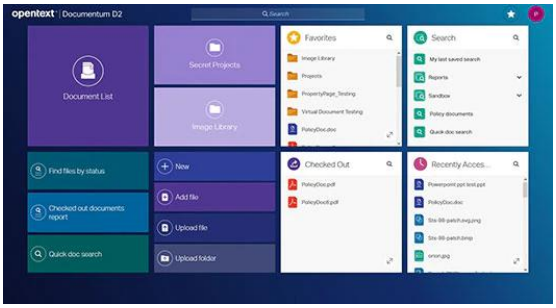
Automated control
Automatically applies rules and content policies based on configurations to ensure conformance with best practices and compliance requirements.



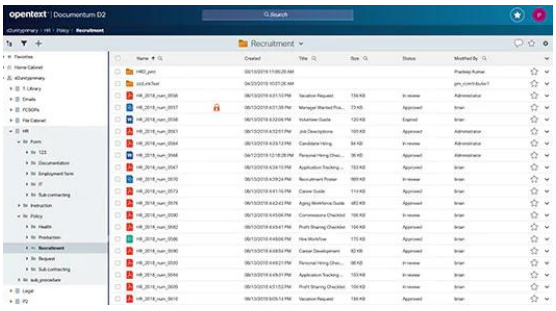
Fast configuration and deployment
Uses a familiar spreadsheet-like interface and instantly applies deployment of highly configured rules and content policies.

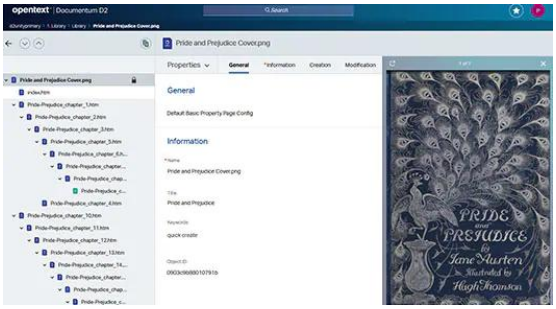


Personalized experience
Our platform utilizes an AI-driven, widget-based interface that transforms the user experience from a static display into a personalized command center. By analyzing individual workflows, the system dynamically configures user roles to surface high-priority insights automatically.



Folder tree view
Offers the familiar browsing experience users expect, including home cabinet and favorites folders for quick access to frequently used content.





Manage virtual documents
Gathers multiple documents into an ordered, logical unit that can be conveniently managed and controlled. Manages entire books, for example, as a single virtual document, with the chapters appearing as separate documents within the collection.

Documentum CM Mobile App

Enables secure mobile access to Documentum CM to browse content and perform common tasks. The Mobile app is free for new and existing Documentum CM customers.

Documentum CM X-Plans

OpenText **Documentum X-Plans** represent a modernized approach to enterprise content management, designed to simplify how organizations buy, deploy, and scale the Documentum platform. Moving away from complex, fragmented legacy licensing, X-Plans consolidate core services and new AI-driven innovations into tiered bundles tailored to specific business needs. The service levels are generally structured as follows:

- **X1 (Boost Team Productivity):** Provides the foundational content services platform, including a modern user interface, Microsoft Teams integration, and automated security and governance.
- **X2 (Build Cross-Functional Excellence):** Builds on X1 by adding advanced capabilities like **InfoArchive** for decommissioning legacy data, advanced records and retention management, and deep integrations for **SAP S/4HANA** and **Salesforce**.
- **X3 (Bridge Across Boundaries):** The most comprehensive tier, including everything in X2 plus **Core Capture** (intelligent document filing), **Core Share** for secure external collaboration, and **Core Signature** to fully digitize business transactions with e-signatures.

Benefits



Increase user adoption
Implement purpose-built user experiences, including interface themes, multiple workspaces and custom menus, for a fresh, modern look for desktop, tablet and smartphones to drive user adoption of corporate systems of record on any device



Enhance collaboration
Foster fast online collaboration with threaded discussions, collaborative authoring of large deliverables and merging of Microsoft® Office document annotations.



Reduce risk
Define common policies globally to ensure consistency with corporate standards and regulatory requirements, while allowing individual business units to manage discrete configurations that apply only to them.



Lower TCO
Quickly configure and deploy across the enterprise, adapt rapidly to changing business requirements, drive productivity and use a highly-intuitive SmartView UI to reduce training costs.



Run anywhere
Use cloud native technologies to simplify deployments and upgrades, making it easier and quicker to introduce new features.

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 licence estate, this can be offered in a case-by-case basis. For more details of this service, please contact OpenText.

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 minimize 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

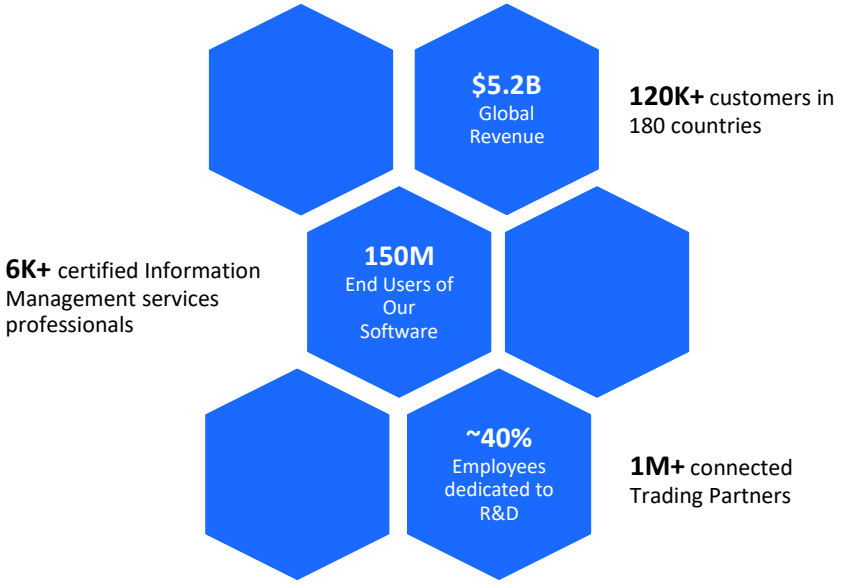
The service can be purchased by contacting your OpenText sales representative. Once a contract has been signed and returned to OpenText, service will be provisioned in line with the agreed terms. Invoicing will be undertaken in line with the Order form and section 7 of the accompanying OpenText General 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 productized integrations the ability to deploy and run enabler software in the leading application, e.g. Oracle EBS, SAP 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.