

OpenText EIM Implementation and Migration Services for G-Cloud 15

Service Definition Document - Framework Reference RM1557.15

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Overview - OpenText EIM Implementation and Migration Services

Introducing OpenText Core Content

These services are relevant if you are looking to deploy a new or exploit an existing Enterprise Information Management system, document capture, case management, Electronic Patient Record system or data archive system to the OpenText or a 3rd Party Cloud.

We provide Professional Services to cover Cloud deployments including the following:

- Project Planning and Management
- Technical Architecture including user authentication and synchronisation to support Single Sign On
- Bulk, one off and ad hoc content capture into the cloud solution
- Solution configuration
- Testing
- Training
- Content Migration from legacy systems, including existing cloud services
- Deployment/service transition
- Hypercare

Top Features:

- Proven project methodology to deliver successful projects based on industry standards such as PRINCE 2
- Flexibility for customers wishing to use an Agile or iterative implementation approach
- Project management reporting and robust governance
- Project approach uses lessons learned and incorporates results from prior projects,
- Provides rapid deployment and ability to achieve a fast return on investment
- Fully managed service available through Optimize services including business and application administration

Business benefits

- Eliminates need for product specialists in application management, development and administration roles
- Reduced cost against traditional on premise, customer managed solution
- Flexibility to adapt rapidly to changing needs e.g. workforce changes, software options, peaks and troughs in usage)
- Reduces project duration, complexity, risk and critical path activities – reduced time to realise benefits
- Reduces application & solution testing cycles
- Managed service by the vendor which supports, patches and upgrades
- Evergreen system
- Comprehensive hand-off from implementation Consulting teams to Service Management team
- Optional support levels services available (designated support engineers, Education packages)

Introduction

OpenText deliver specialist strategic and technical consulting services in the field of Enterprise Information Management (EIM). This helps prioritise the business needs and deliver relevant business applications whilst, at the same time, eliminating the need for customers to worry about the infrastructure required to deliver the solution.

The cloud delivery model compared to self-managed, on-premise solutions, provides additional benefits for customers. Optimally installed and configured platforms & solutions are readily provided – eliminating cost, time and effort required when considering sizing & architecture. This significantly reduces any start-up time and enables a quick return on investment.

OpenText delivers EIM cloud-ready business applications with our project delivery experience and proven methodology. This has the added advantages of a highly secure managed private or public cloud deployment model. This encapsulates the complete end-to-end project lifecycle from business requirements capture, implementation, testing, deployment, through to Service Management & Support options.

Services include:

- ECM Strategic Roadmap Studies:
  With medium and large enterprise organisations it is crucial that an opportunity is taken to look at the big picture. Industry knowledge is critical, linking key strategic business issues with ECM strategy. There are company-specific drivers too, as well as environmental factors such as economic and regulatory pressures. The output of the ECM Strategic Roadmap study is a full analysis of options and recommendations for business transformation.
- System application design and implementation
- Custom clients & applications
- Upgrades & Migrations (including to Cloud platforms)
- Hybrid Cloud deployments
- Outcome-based packaging that scales from workshops to managed services.
- Content governance
- OpenText Aviator Model Services
- AI Data Readiness Workshop
- LLM Discovery Workshop
- Business Workspaces Workshop
- Third party system integrations
- Archiving solutions
- Custom system-user training

Project example (previously delivered):

- Global implementation of HR Content Solution integrated to SAP SuccessFactors (Cloud HR application) for circa 150,000 employee files:
  - Project go-live in less than 6 months from initiation (requirements capture to first users live)
  - Solution rolled out to each country/region in line with core HR Solution deployment plan
  - Secure storage of documents in the EU meeting customer requirements for Safe Harbour
  - Single Sign On
  - Customer managing Business System administration
  - OpenText managing application and support services including patching and major upgrades

Delivery approach

Unlike traditional delivery methodologies that are either too specific to a given industry/solution or too broad in scope to offer any value, OpenText's Project Delivery Methodology provides a scalable approach to delivering any engagement.

OpenText uses accepted standards for the project lifecycle while adding OpenText's vast knowledge of Enterprise Information Management.

This methodology includes experience gained from previous projects, guidelines & procedures, document templates, tools and exemplars. All Project and Programme Managers utilise this methodology to deliver the key objectives of delivering high quality solutions on time and on budget.

The standard work breakdown structure for a Cloud solution Implementation is as follows:

- Initiation (Analyse)
    - Business Requirements gathering & Analysis (with possible functional prototyping)
    - Define Solution Specification
        - Overview of Solution
        - Business Process Modelling
        - Functional Specification
        - Information Architecture & Content Classification
        - Non-functional specification
    - Refine/Define Solution Design
        - Overall Solution Architecture
        - Object Model & Reference Data
        - Workflow Design
        - Application Design
        - Integration Test Cases
        - Cloud & Client Architecture (Migration & Integration, virtual desktops)
        - Cloud Security & Trust (network, content at-rest & in-transit)
- Implement
    - Configure/Build Solution
        - Configuration Management Process
        - Configured/Built Solution
        - Release Procedures
        - Environment Setup Procedures
- Accept (Test) (Solution Implementation)
        - Overall Test Plan
        - Test Scenarios – Records (Integration, System performance & User Acceptance)
- Customer onboarding (Education & Knowledge Transfer)
    - Test Solution

The Service Management options include the following:

- Hardware/Network Support & Management
- OpenText Application Platform Support & Management
- OpenText Application Product Support (Server & Client)
- OpenText Application End User Training

With optional packages available in:

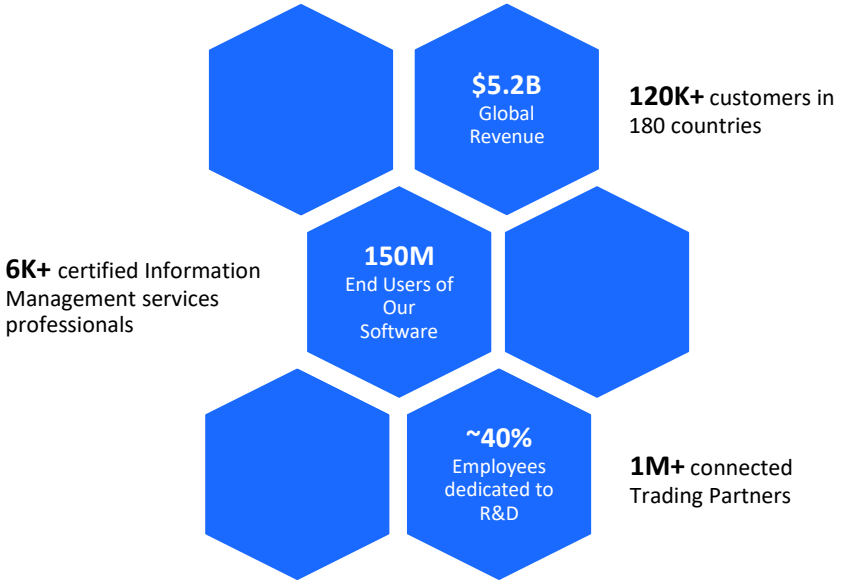
- Business Application Support (for Applications deployed on top of the Platform)
- Business Application Development Services (ongoing development by a dedicated team of experts)
- Enhanced levels of OpenText Application Product Support
- OpenText Application Developer & Administration Training

Pricing

The scope and hence pricing for the service is dependent on the customer requirements. Typical projects start from 4 weeks and are dependent on scope and complexity. Please also refer to the rate card published with this G-Cloud submission. OpenText will provide a Statement of Work (SOW) for the agreed scope that will form part of the contractual agreement along with the Call Off schedule and G-Cloud contract. Resources are assigned once a signed SOW and valid PO are provided.

Pricing will consider the following factors, but is not limited to:

- Size of organisation
- Number of Locations from which the service will be accessed
- Number of Users
- Data-centre location(s)
- Technologies in use
- Third party providers and their contractual impact



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.