

opentext[™]

**Improving key business processes inside Microsoft[®]
Office 365[®], Salesforce[®], and SAP[®] with OpenText[™]
Extended ECM**

OT Live Webinar

September 17, 2019

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- **Earn points** for reference activities
 - **Redeem for rewards** including Enterprise World pass, Professional & Learning Services
 - **Raise your status** in your company and industry
-

“OpenText Elite™ has provided us with the opportunity to influence OpenText solution roadmaps, connect with other like-minded customers across the globe, and allow us to offer valuable learning and networking opportunities that would otherwise not be available to our staff.”

Erin Gendron
Information Management Solutions



opentext.com/elite

Agenda

Introduction – Extended ECM

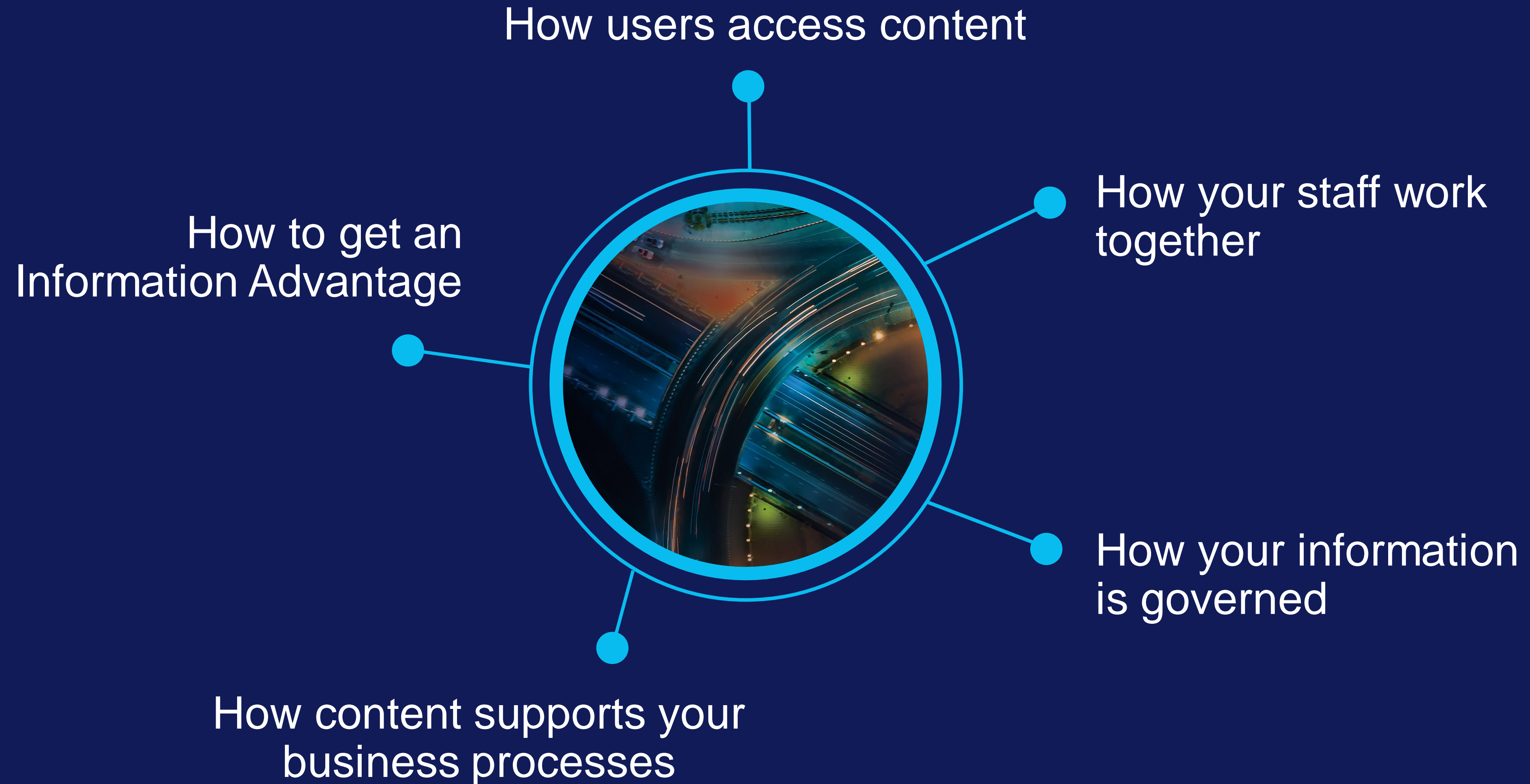
Demo Scenario – *Sales order escalation*

Extended ECM for Microsoft Office 365 & Customer use case

Extended ECM for Salesforce & Customer use case

Extended ECM for SAP Solutions & Customer use case

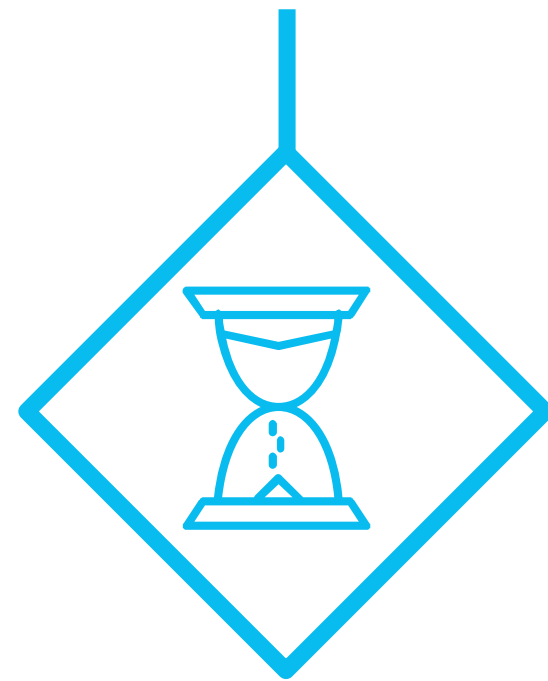
Rethink...



...when content ISN'T MANAGED inside business processes

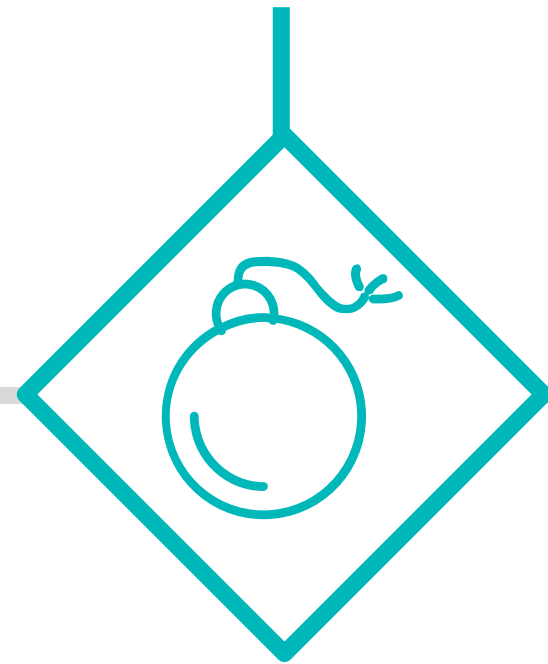
Fragmented content prolongs cycle time

Content locked in silos and fragmented applications results in manual search and retrieval, delays and error resolution time that impact cycle time.



Out of control content is a compliance risk

Content not disposed of or not retained as legally required creates compliance risks and can ultimately also have financial consequences.



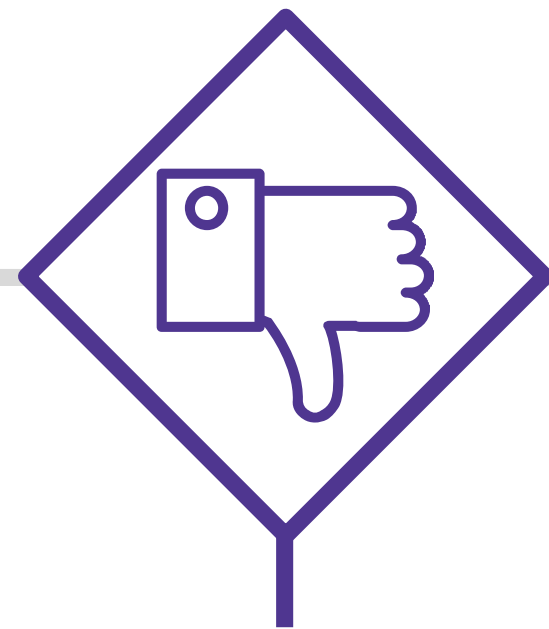
Inconsistent information decreases productivity

Inconsistencies between Salesforce data and documents result in rework costs and negatively impact performance and productivity in every business function.



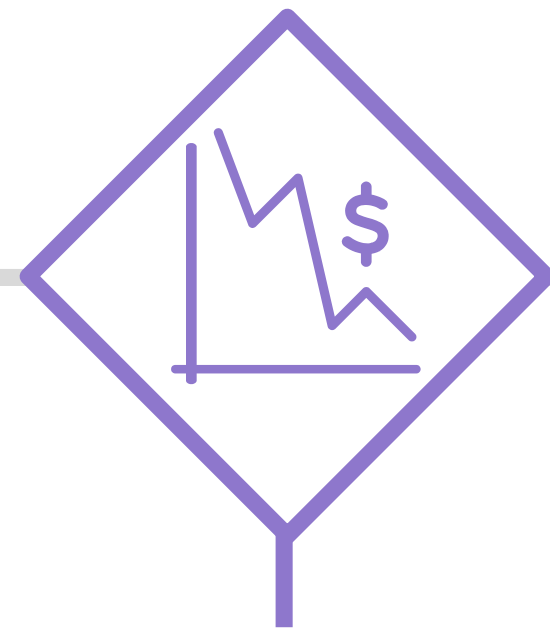
Inaccessible content impacts service and product quality

Inability to find information results in uninformed decisions that impact service and product quality and frustrate both employees and customers.



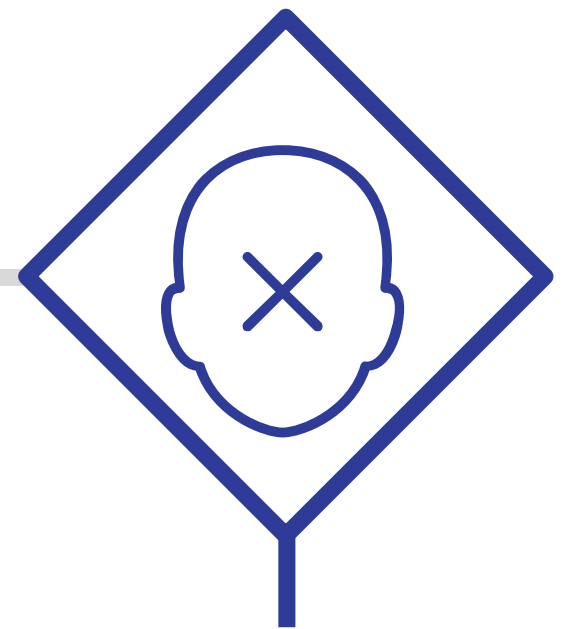
Disconnected content delivers less value

Aged content disconnected from business apps and processes turns into a legacy and cost driver instead of being used as a competitive advantage.



Inefficient content flows disrupt collaboration

Content silos lead to inefficiencies in interdepartmental and external collaboration.



Unlocking the Information Advantage

Content

Documents

- Financial documents
- Quotations, contracts
- Invoices, etc.

Digital Media

- Product collateral
- How-to videos, ...

+ Context

Business Data

- CRM & eCommerce
- ERP & supply chain
- HR / HCM

Business Information Model

- Business objects
- Business object relations

= Value

Increased Productivity

Better Engagement

Business Insight

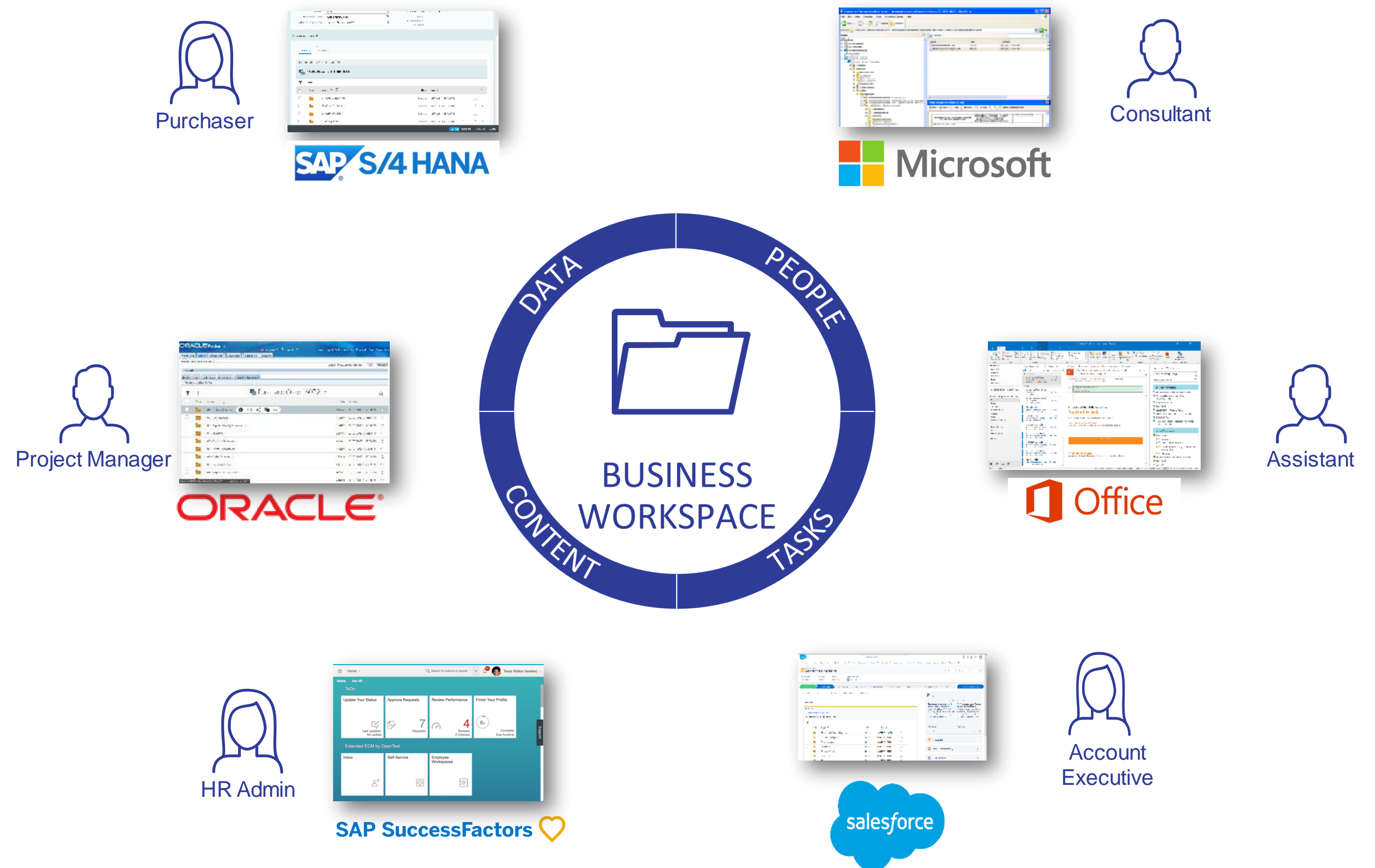
Control (Compliance)

Consistent – Relevant – Personal – Connected

OpenText Extended ECM

Connects people and information across applications

- Provides seamless integration of comprehensive ECM capabilities
- Ties processes and information together in business workspaces:
 - Business content from Extended ECM, with Business data from business applications
- Deeply connects data, relationships, and roles
- Metadata is automatically applied adding context



DEMO

Sales order escalation scenario

Extended ECM Demo Overview – Content in Context



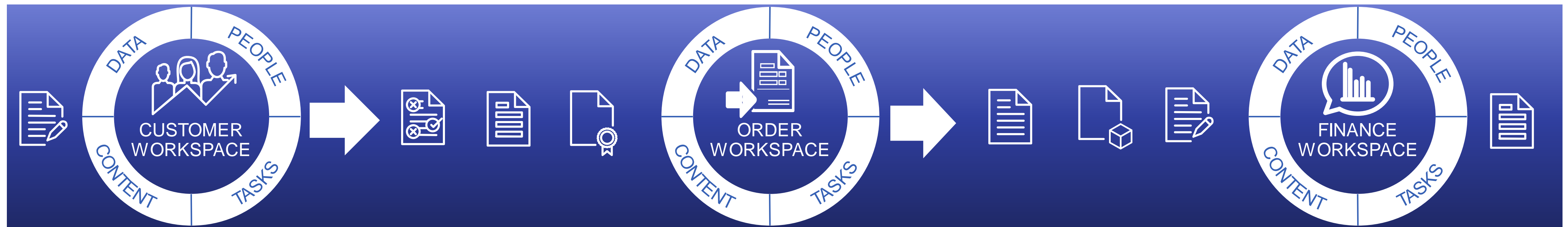
Content editing & Collaboration



Access content & insights inside process



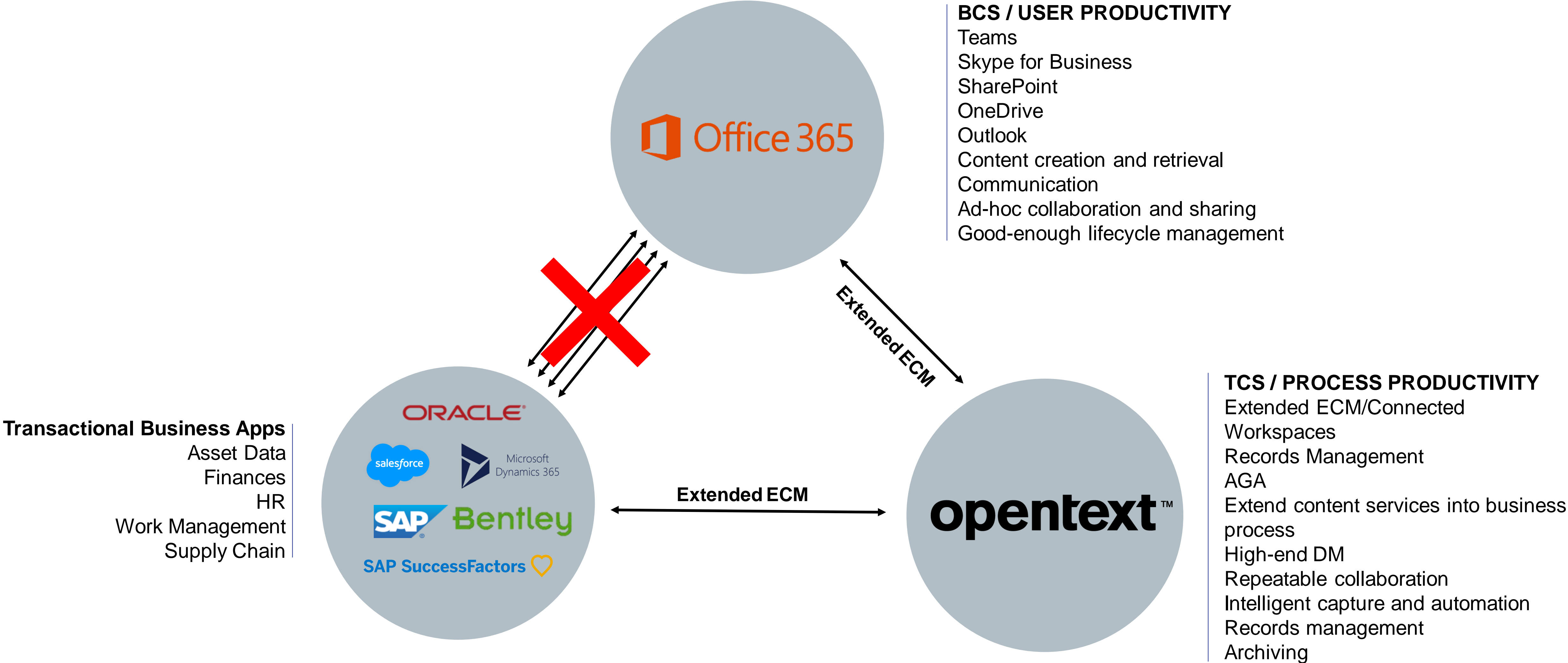
Improved productivity & order processing



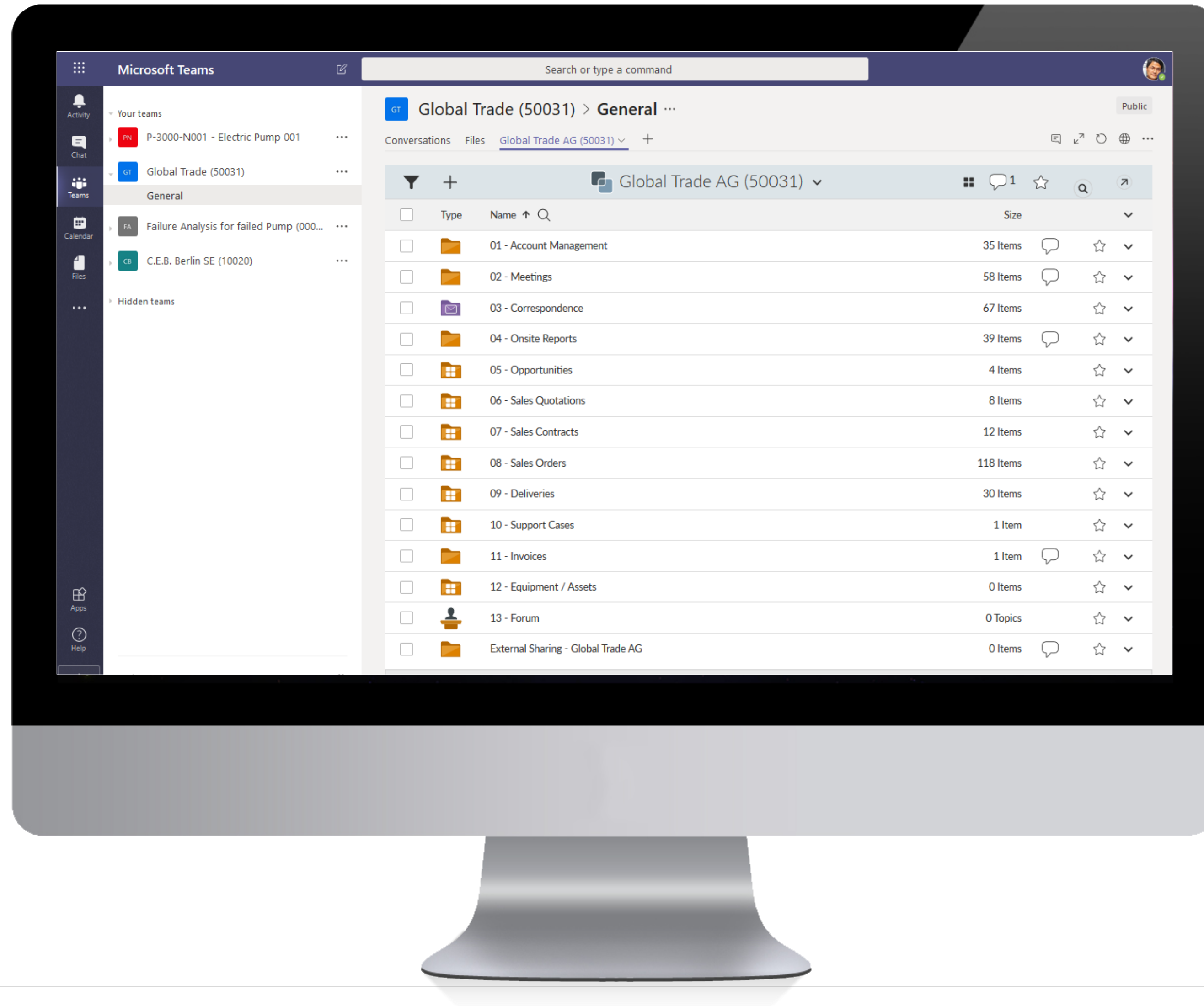
Extended ECM for Microsoft® Office 365®

Overview & Customer use case

Extended ECM for Microsoft Office 365®



Joining Collaboration, Governance and Control



- Connect business processes to informal collaboration and communication tools
- Structured use of Office365 collaboration tools
- Frictionless flow of information and documents between Office 365, Teams and Extended ECM
- Co-Authoring directly from Extended ECM Widgets or interface



Success story

European Centre for Medium-Range Weather Forecasts

Industry

- Science

Solutions

- OpenText™ Content Server
- OpenText™ Enterprise Connect
- OpenText™ Live Reports
- OpenText™ WebReports
- OpenText™ Extended ECM for Microsoft® Office 365™

Service

- OpenText Professional Services

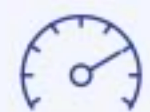
Results



Enabled advanced search capabilities and content storage



Offered an audit trail for all deliverables, providing evidence required by mandate



Leveraged OpenText expertise to build an integrated solution with a timely turnaround



ECMWF advances global weather prediction with help from OpenText

International organization working on weather forecasting ensures scientific accuracy, collaboration for preparedness with OpenText Content Services solutions

"The success we have had with our OpenText colleagues is quite impressive."

Mithat Ersoy
Senior System Analyst
ECMWF

Extended ECM for Salesforce®

Overview & Customer use case

Extended ECM for Salesforce®



Account Executive



Legal / Compliance



Assistant



Finance



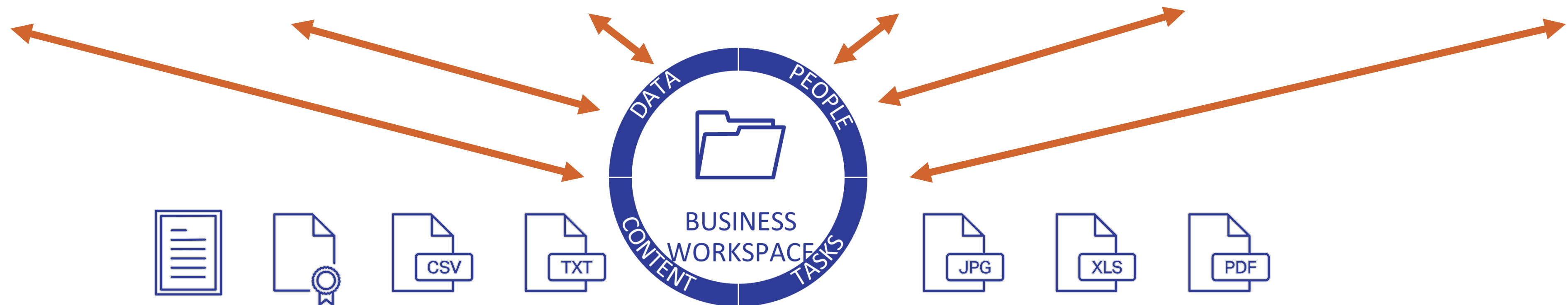
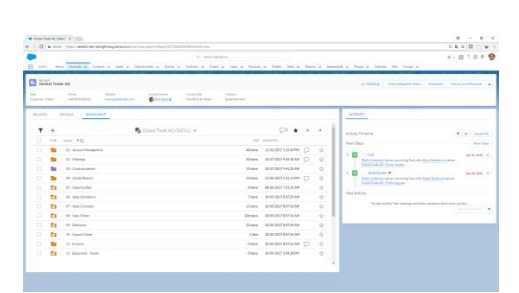
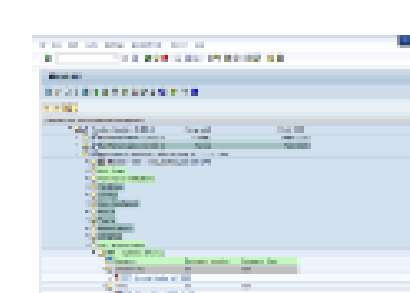
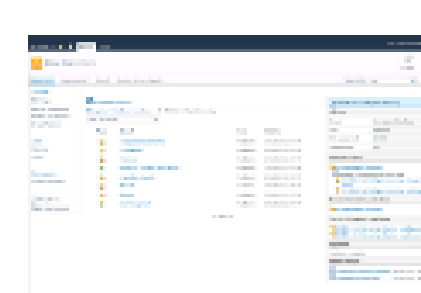
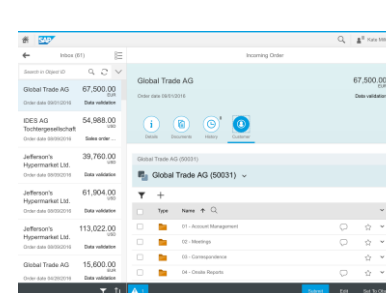
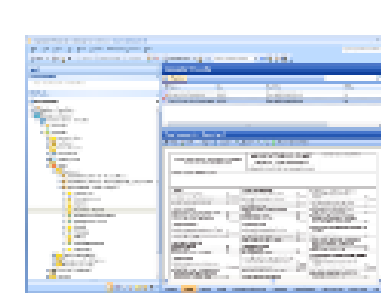
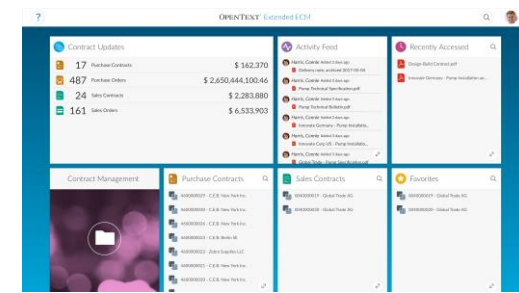
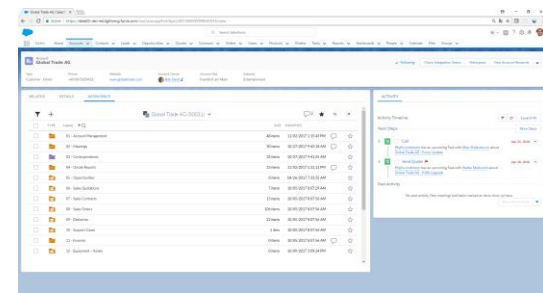
Project Management



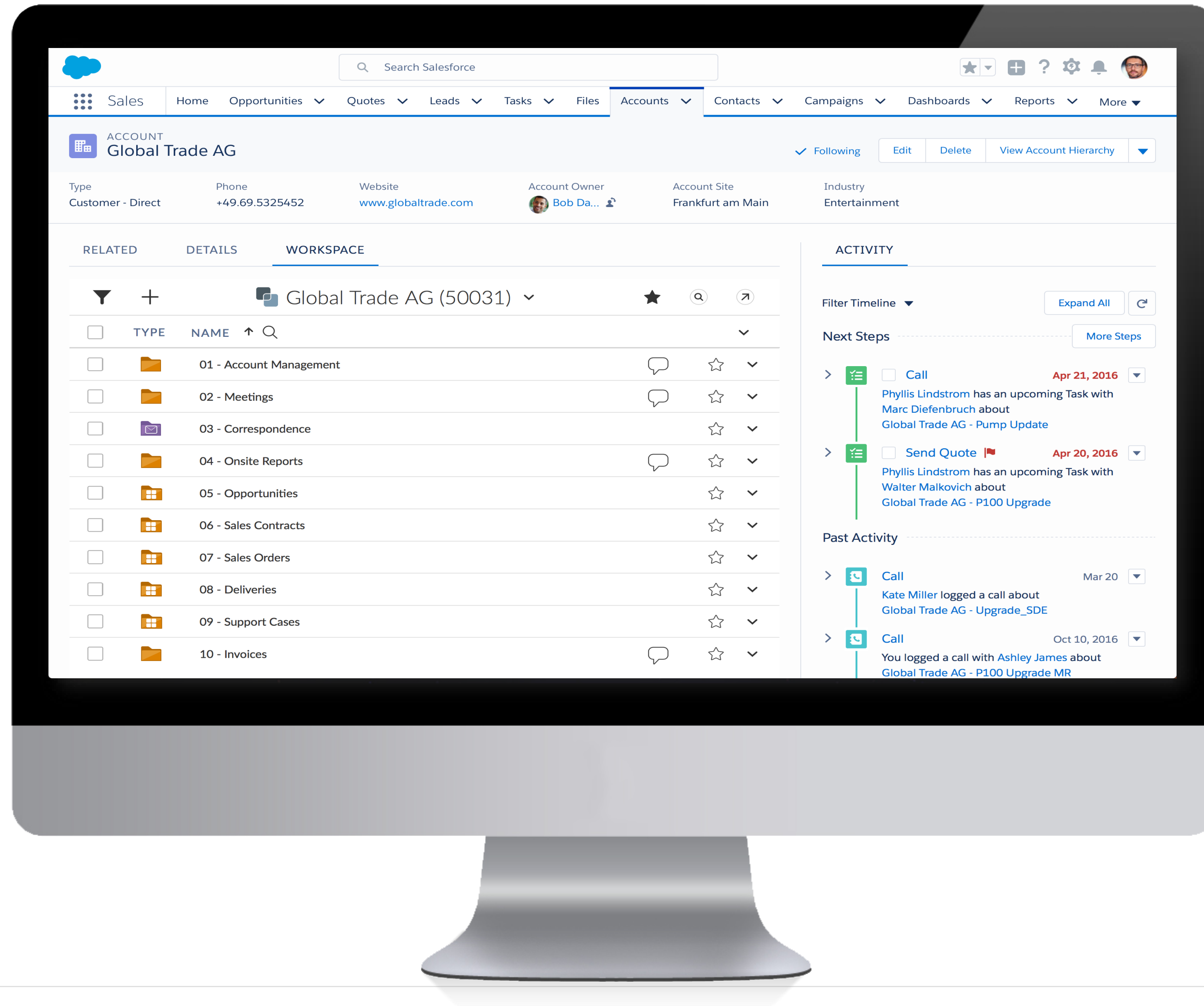
Production



Service



Allow sales and service agents to stay focused



- Embedded Account Workspace
 - Lightning or Classic Salesforce User Interface
 - Sales, Service or Industry Cloud
- Templated creation of underlying structures when triggered inside Salesforce
- Sophisticated Integration
 - Community Cloud
 - AppExchange

KUKA

Industry

- Manufacturing & Automation

Solutions

- OpenText™ Extended ECM for Salesforce®
- OpenText™ Extended ECM for SAP Solutions

Results

- **SAP and Salesforce** users now access a unified customer dossier that feeds from the CRM and the ERP systems
- Account managers **have transparency and quick insight** into the customer record and can seize a new upsell opportunity based on amount of active service notifications.
- Extends previous digital **contract management solution** based on OpenText Extended ECM for SAP Solutions

KUKA

KUKA consolidate document silos using Extended ECM for Salesforce and SAP, streamlining business processes

Requestors and buyers can easily access any procurement related content like correspondence, product collaterals, or specifications.

“We are using OpenText to consolidate and streamline information flows inside KUKA and beyond. The connectivity of Extended ECM to our strategic applications from SAP and Salesforce helps to improve efficiencies, gain insight and serve our customers better.”

Kristijan Jarc
EIM Project Lead

Extended ECM for SAP® Solutions

Overview & Customer use case

Extended ECM for SAP® Solutions

Information Processing

Capture and recognition, classification and indexing, content filing, high volume ingestions & migration, ...

Information Management

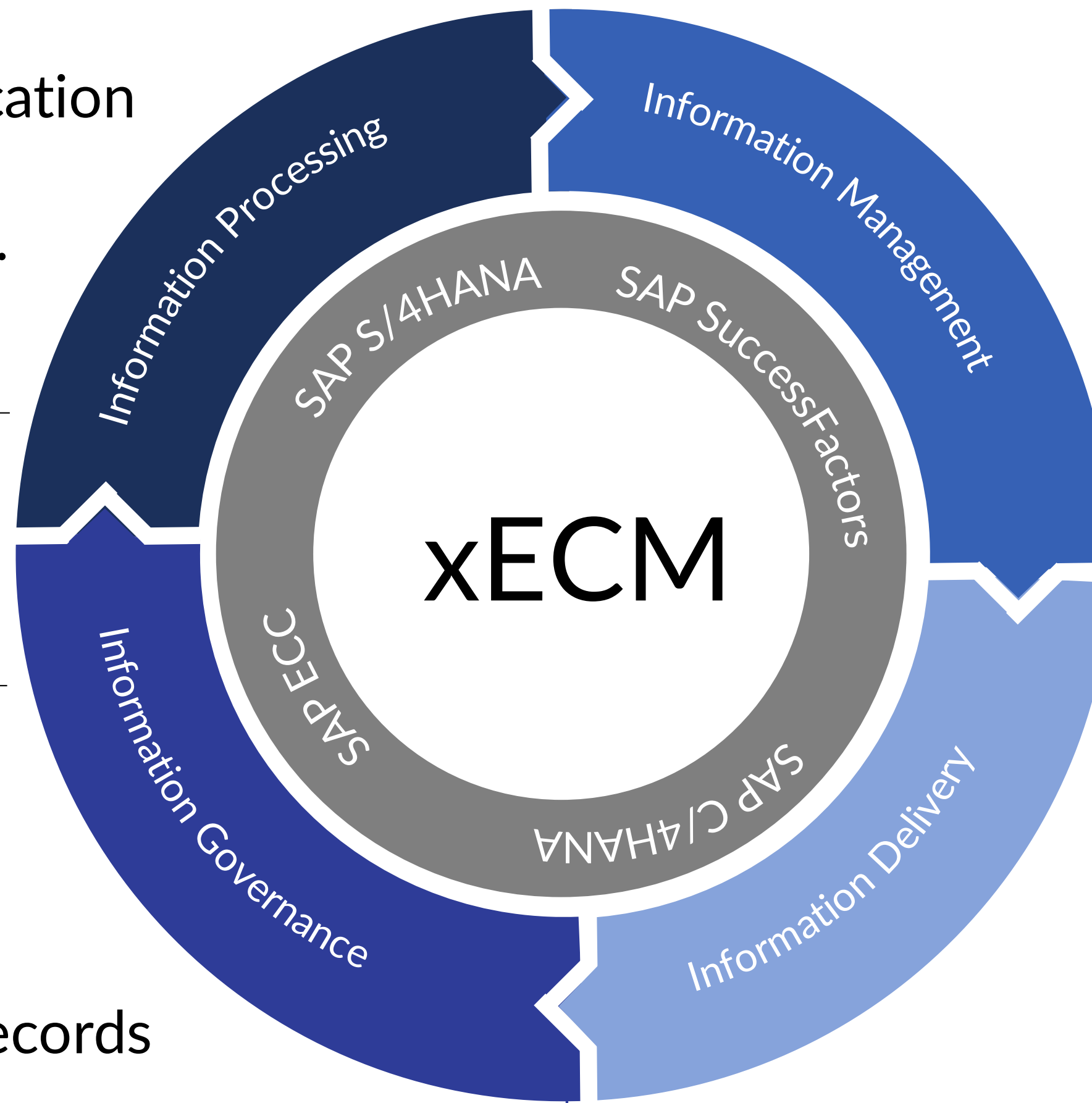
Workspace templates, business metadata inheritance, related business content; desktop integration

Information Governance

versioning, attachments archiving, Security inheritance, records management, long term storage, Workspace roles, ...

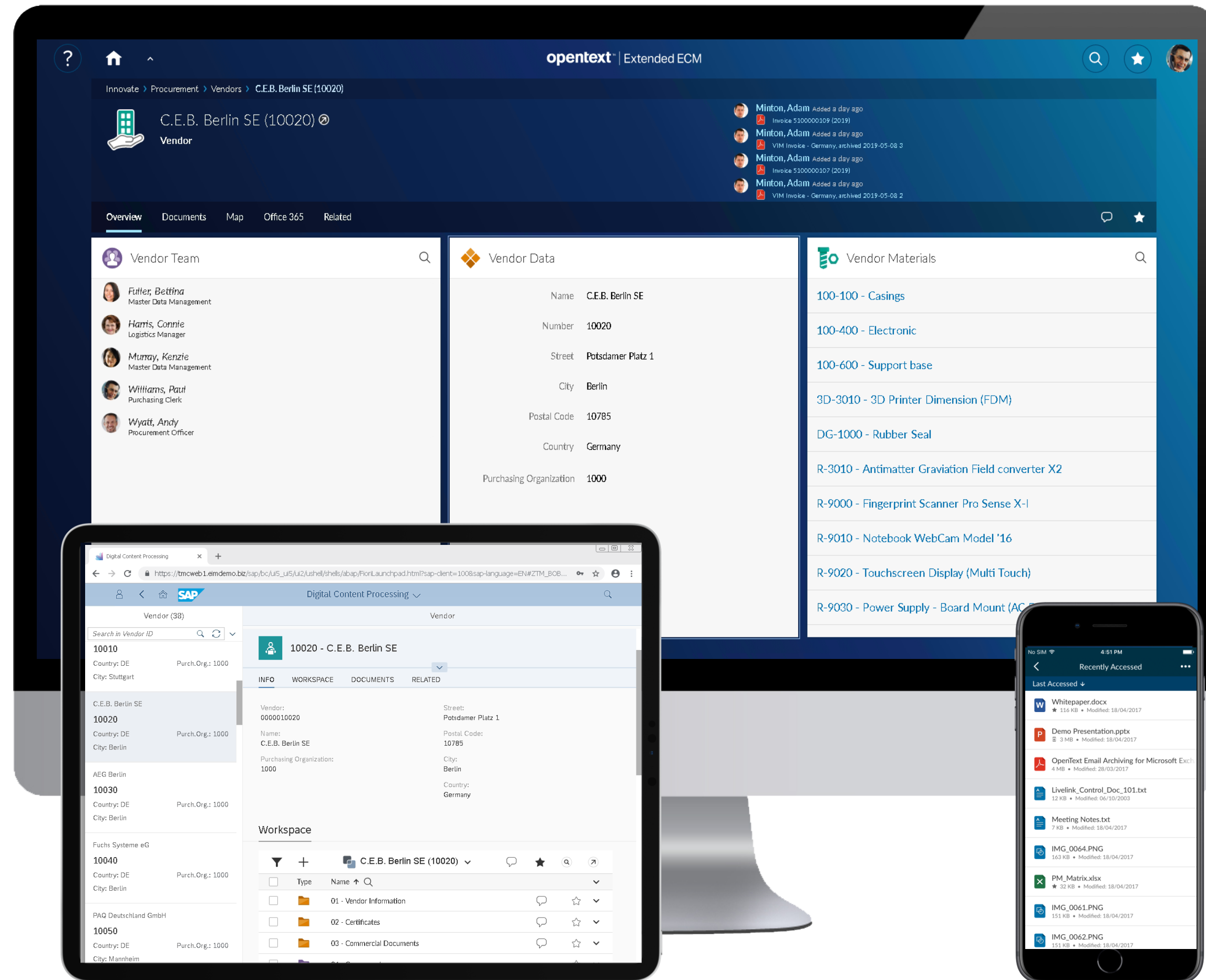
Information Delivery

Content access, navigation, search, notification, view and annotate, mobile, file sync and share, ...



Any content can be associated with any SAP business object, using out of box integrations

Share content across departments without risk



- Immediate access to required content inside the business application minimizes manual work.
- Less risk of errors in processes by all information available to all business users instantly.
- Share content across departments and across different leading applications
 - SAP S/HANA, C/4HANA, ERP, Finance, PLM, ECC...
- Reduce risk and enable compliance such as GDPR, CCPA, POPPI and many others, for all SAP & non-SAP related content

The United Nations Industrial Development Organization (UNIDO)

Industry
• Non-profit

Solutions
• OpenText™ Extended ECM for SAP® Solutions

Results



Streamlined decision-making and shortened approval cycles from months to weeks



Digitized the distribution of documents, such as contracts and budgets, to provide faster access to funds



Accelerated enterprise content processes with automated workflows



Ensured documents are available at the right place and time by automating document delivery and return in more than 130 countries



UNITED NATIONS
INDUSTRIAL DEVELOPMENT ORGANIZATION

UNIDO accelerates inclusive and sustainable industrial development in over 130 countries

OpenText Extended ECM for SAP enables UNIDO to automate and integrate enterprise content processes

“OpenText solutions integrated with SAP supports our core business and administrative processes—it is everywhere in our organization and helps us deliver on our mission. With OpenText Extended ECM for SAP Solutions, it’s now faster and easier for our people to find the files and information they are looking for.”

Peter Holzleitner
Team Leader, ECM and Infrastructure
United Nations Industrial Development Organization



Unlock the Information Advantage



- Simple access to business content at the time of need **accelerates business process**
- A single source of truth across the organization provides **valuable insights**
- Improved user collaboration maximizes operational **efficiencies and outcomes**

opentext™

Thank you



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