OpenText Content Server

A secure, centrally managed content store, giving control over documents and business content across the enterprise.

Organizations are looking at Enterprise Content Management (ECM) in a fundamentally different way. In the past, managing content was often treated as a "cost of doing business"– a necessary expense to capture and store documents as they were created, captured, or classified throughout their lifecycle. Rather than treating ECM as simply a cost-control investment, progressive organizations, strategic CIOs, and business leaders are taking a new path; one that looks at content as a revenue-generating opportunity, a way to grow the business and capitalize on it for significant and tangible business value.

The technologies that support ECM are changing too. There is a shift from the pure document management and records management capabilities of the past to a broader, more comprehensive approach suited to new formats of content, new ways that information workers consume and use content, and new ways to manage the "flow of information". Options for cloud-based, hybrid, and on premises deployments add further to the flexibility and strategic benefits of managing enterprise content.

User needs and expectations are also changing with the proliferation of mobile devices in use and rapid adoption of consumer-grade applications such as file sync and share. The velocity of content growth makes it more important than ever to provide the ability to work seamlessly with business content in the applications that information workers use daily, and the need to easily find content across numerous systems and repositories with sophisticated search capabilities increases. The new knowledge-based economy drives the need to enable effective collaboration around documents and content with project teams, to rapidly analyze business information, and tailor the ECM environment for organization-specific IT architectures. The latest ECM systems can now help enterprises take control of their content, to boost productivity, accelerate information-driven processes, amplify efficiency, and take full advantage of the value of business content.

HIGHLIGHTS

- *A fully featured, highly scalable, web-based document management system providing a secure, single repository for organizing and sharing enterprise content.*
- *Workflow - to automate processes, for accuracy and consistency.*
- *Forms - to collect and store structured data such as survey information, requests and questionnaires.*
- *Powerful navigation tools ensure you find your target and access all contextual information stored in the Content Server.*
  - *Search the full text and metadata across all of your business content.*
  - *Content Filters, or faceted browse, allows users to filter content using metadata.*
  - *Virtual Folders enables users to save their own unique path to sets of content, by configuring dynamic views of content regardless of its physical location.*
- *Pulse - an integrated social media tool, for users to micro-blog and see real-time activity of fellow-users' updates, helping them to collaborate.*
- *Office Editor - a lightweight desktop client for users to quickly and effectively manage their document cache, even when offline.*
- *LiveReports - comprehensive reporting on the progress of processes and workflows, offering insight into the minute-by-minute activities of the organization.*
- *REST API allows any developer experienced with HTML, JavaScript and CSS to quickly build an application on top of Content Server simply and inexpensively.*
- *A Widget Framework provides a set of reusable HTML5 widgets that can be used to expose Content Server content and functionality in any web application.*

Organize, collaborate, manage and route electronic documents

OpenText Content Server forms the document management cornerstone of the OpenText Content Suite and provides full control over electronic documents and business content across the enterprise. Designed to offer a secure and centrally managed content repository for both work-in-progress and final output, the fundamental tools include full text and metadata search, security, retrieval, version control, taxonomy, metadata categorization, and team and personal workspaces. It allows effective management of any type of content, from contracts to engineering drawings, system reports, email messages, as well as images and rich media.

Content Server is designed to help your users:

- Organize documents and other work items in a central, permission-controlled location
- Share, find, and keep track of information
- Revise documents and other information in a version-controlled environment
- Zip, download, email, or print multiple documents
- Manage and simplify business processes by creating and using workflows
- Communicate news and other information to other members of the organization
- Manage the work of project teams

OpenText Content Server will allow you to:

- Implement good corporate content governance practices and reduce the risk of non-compliance
- Improve employee productivity through faster and easier information retrieval
- Extract the value of your electronic assets and Intellectual property

Content Server features include:

Document Management: A powerful, fully integrated document management system that delivers the essential capabilities to securely and centrally manage all content types for both work-in-progress and final output, the fundamental tools including security via comprehensive user, group and role based access controls, drag and drop upload, content retrieval, version control, audit trails, simple and compound documents, taxonomy, multi-lingual metadata categorization, language packs, and a web interface for enterprise, project and personal workspaces.

Workflow: Collaborative workflow processes are central to business success, moving content and knowledge among workers and through business process stages. Filling out purchase orders, reviewing public-facing marketing documents, and processing loan approvals-these are just a few examples of business activities that involve a number of employees, and rely on multi-step workflows.

OpenText Workflow includes a sophisticated toolset for building document-centric workflows allowing for both structured and ad-hoc routing of documents for a variety of approval, review and feedback processes. Using industry standard BPMN 2.0 process notation to map process flow, administrators and business analysts responsible for workflow design can automate routine activities,
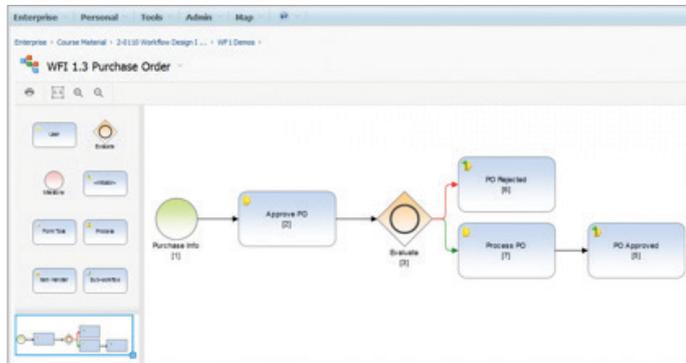
WHAT IS CONTENT SERVER?

OpenText Content Server is the core content repository and foundational document management technology for the OpenText Content Suite (formerly OpenText ECM Suite), as well as a broad range of OpenText products such as the Content Suite Platform (formerly Content Lifecycle Management | CLM), Application Governance & Archiving for Microsoft® SharePoint®, Extended ECM for SAP® Solutions, Extended ECM for Oracle® E-Business Suite, Email Management, the family of Content Suite Applications and other OpenText Enterprise Information Management (EIM) offerings.

"The level of visibility to deals in process is amazing. It is visibility that DDR executives need but did not have historically. It truly is 100 percent transparency."

KIM SCHARF, SENIOR DIRECTOR OF IT ENTERPRISE SERVICES AT DDR CORP

streamline the movement of content across teams, show measurable cost and time savings by eliminating redundant stages, automate escalations, relieve the burden of using email to transport duplicated attachments, and provide insight and transparency into process bottlenecks and missed deadlines.

*Workflow Designer - mapping the process flow of routine activities*

Forms: OpenText Content Server offers the ability to rapidly build and distribute custom forms to collect and store structured data such as survey information, requests and questionnaires, or used in workflows to collect or present data in the workflow or to start a workflow by submitting a form. Anything from a standard travel approval request form to a new security card application or vacation booking can easily be developed. Content is tracked and securely stored and any associated workflows (approvals, notifications, etc.) can be automatically initiated.

Content Navigation: Content Server provide a number of powerful means to get users to the information they need—fast and with confidence they're working with the single source of the truth.

> **Search:** Search capabilities are critical to information workers–they need to find information immediately, in context, and in support of the business at hand. Content Server features an embedded, proprietary search engine, incorporating nearly two decades of innovation with proven scalability beyond 500 million indexed objects critical to email archiving environments. It provides permissioned and actionable search for key activities like classification, litigation holds, and disposition searches. It provides simple and advanced search interfaces, relevance ranking, sorting, summaries, clustered result themes, save queries, save results, templates, collect search results, place the collection on litigation hold, export the collection, and more.

> **Content Filters:** In addition to search, content filters, or faceted browse, allow users to filter content using metadata while Virtual Folders enable users to save their own unique path to sets of content by configuring dynamic views of content regardless of its physical location. Virtual Folders can be stored anywhere in the system, and can be used to create custom dashboards or navigation to frequently accessed content, driving users to relevant information more quickly with no searching. This dynamic view of a grouping of content continues to be filtered based on the permissions allocated to the individual user.

Document Thumbnails: For many users, visual navigation provides the fastest route to get them where they want to go. Document Thumbnails generate and display first-page image thumbnails of documents within the folder browse views and search results in the web user interface (many file types supported).
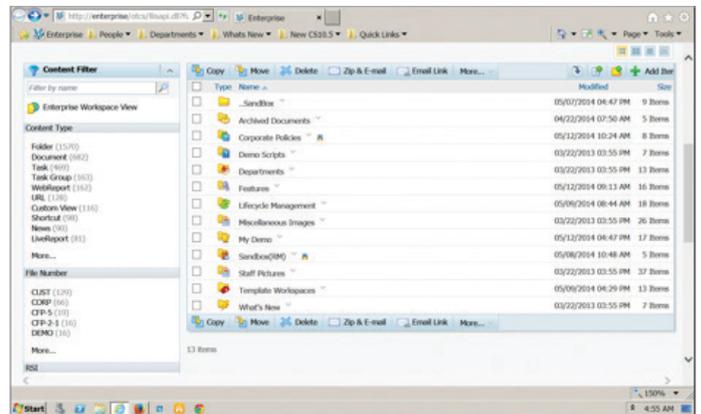

Filtering Content–making it easy to find what you're looking for

Social and Collaborative Capabilities: There are a number of tools available in Content Server designed to enhance collaboration.

Discussion provides an easy way to collect and share information, without adding to the volumes of email sent and received every day. **Task Lists** can be used to assign tasks or just to make a list of action items, while Polls can quickly survey a group of users to check their viewpoint. And you can broadcast information to different parts of your organization by using departmental news **Channels**.

Pulse, an intuitive and integrated social media tool in Content Server, allows users to micro-blog and see real-time activity of fellow-users' updates, helping them to be more effective through better networking, and keeping them up-to-date with colleagues' contributions through status and content updates. Additionally, the ability to access a user's recent content updates provides a quick and easy alternative to searching or browsing for content.
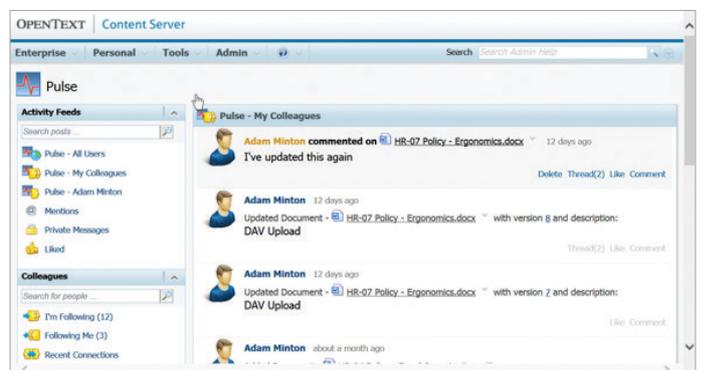
Pulse - add comments and view real-time activity of colleagues

Office Editor: OpenText Office Editor dramatically improves the users experience by allowing users to continue working on their documents while offline. It offers users a seamless, instant editing experience, providing the performance of editing files on a local hard drive, even in areas with poor or intermittent internet connection. When users reconnect to their network, the offline cache identifies when offline versions and online versions are out of sync, so that version control can be maintained.

Content Reporting: OpenText LiveReports functionality allows administrators to take advantage of prebuilt reports in the enterprise's Content Server environment. LiveReports lets IT and power users retrieve information about content, permissions, attributes, users/groups, workflows, and many other content activities. Custom reports can also be built to tailor content reporting capabilities to suit the particular needs of departments, management, or industry.

A common, documented, standard layer of development tools:

RESTful API for Extensibility: OpenText Content Server takes advantage of a RESTful API to offer organizations the ability to make application creation and system integration infinitely easier. The REST API can be used for building applications with HTML5 on mobile devices and web browsers. This API supports an HTML widget framework that is used to surface Content Server content in other applications, such as Microsoft SharePoint, Oracle and SAP. Beyond the prebuilt, highly integrated applications for these business systems, any developer with experience in HTML, JavaScript, or CSS can build tailored applications for Content Server – no knowledge of proprietary development languages, extensive training, or lengthy development cycles required.

Content Server Widgets: The Content Server Widget Framework provides a set of reusable HTML5 widgets that can be used to expose Content Server Content and functionality in any web application.

Content Server folders exposed in SAP CRM
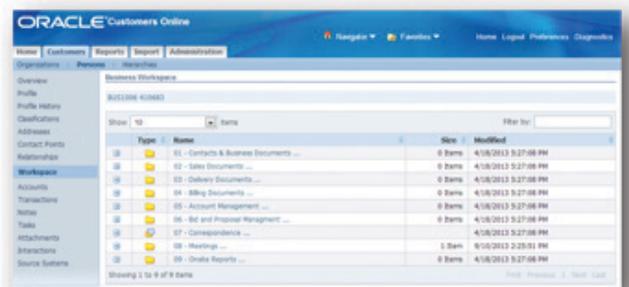
Content Server folders exposed in Oracle web application

www.opentext.com

NORTH AMERICA +800 499 6544 • UNITED STATES +1 847 267 9330 • GERMANY +49 89 4629-0
UNITED KINGDOM +44 (0) 1189 848 000 • AUSTRALIA +61 2 9026 3400