

EXECUTIVE BRIEF

# OpenText Extended ECM Platform delivers an information advantage to empower business processes

Extend ECM into lead business applications to add context to content, for improved efficiency and decision-making power



**Enterprises have** more data, from more sources, with more uses and require it on demand



**Workforces need** a new way of interacting, sharing and consuming content



**More content requires** more compliance and governance



**Extended ECM** extracts content value and automates business processes



**Cloud-native** to vastly simplify deployments, upgrades, and quicker introduction of new features

**Virtually every part of every business is powered by processes. As the amount of digital information continues to explode, old content management methods become obsolete, slowing productivity, impeding decision-making, creating compliance workarounds and increasing risk. Enterprise content management (ECM) was the first solution to this data problem. Extended ECM is the next evolution of ECM, injecting valuable content insights when and where they are needed most, inside business processes.**

Organizations today need to be prepared to work with more content, from more sources, with more uses, all accessed on demand. It can be difficult to organize, manage and extract value from structured information through an increasingly diverse array of content repositories, leaving users searching for the right information at the right time.

Seeing information in the context of business processes helps an organization truly understand how to optimize its supply chain, develop successful products, optimize asset performance or best engage with employees and customers. How organizations connect, harness and use information inside the context of the lead systems they use every day, such as CRM, ERP and HCM, is what will set them apart from the competition.

## Extended ECM Platform solutions »

### OpenText™ Extended ECM for SAP® Solutions »

Content Services to ERP integration

### OpenText™ Extended ECM for SAP® SuccessFactors® »

Content Services to HCM integration

### OpenText™ Extended ECM for Salesforce® »

Content Services to CRM integration

### OpenText™ Extended ECM for Microsoft® Office 365® »

Content Services to Office 365 integration

### OpenText™ Extended ECM for Microsoft® Dynamics 365® »

Customer Engagement

### OpenText™ Extended ECM for Oracle® E-Business Suite »

Content Services to ERP integration

### OpenText™ Extended ECM for AppWorks™ »

Cross-system and dynamic case management

### OpenText™ Extended ECM for Government »

Government content management

### OpenText™ Extended ECM for Engineering »

Engineering ECM integration

### OpenText™ Extended ECM Documentum for SAP Solutions »

Documentum to ERP integration

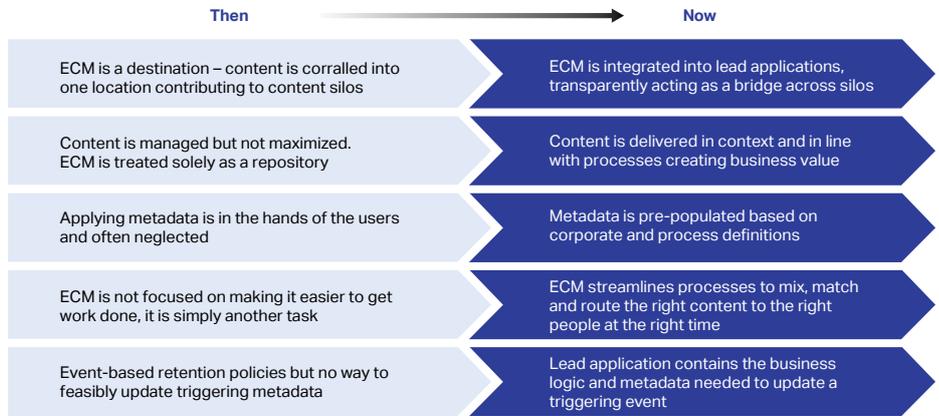
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## The Evolution to Extended ECM Platform



### OpenText™ Extended ECM Platform

The Extended ECM Platform offers organizations a method to transparently integrate Content Services with their lead applications, allowing for seamless information flow across the enterprise. Available in out-of-the-box solutions for leading business applications, such as SAP®, Oracle® E-Business Suite, Salesforce® and Microsoft® Office 365®, it also comes with the tools and APIs needed to create custom integrations to just about any lead system.

The Extended ECM Platform enables an organization's digital future by laying a strong foundation for intelligent and connected content to allow for smarter business processes, automation, artificial intelligence and the Internet of Things. It improves process productivity by integrating powerful content services capabilities with lead applications to connect content repositories and enhance information flows. Users can continue to work in the business applications they know, with the right content made easily accessible without having to sift through information to get their job done.

Extending content services to lead business systems advances business processes:

- **Empower employee productivity:** Enables business teams to know, see and do more to make faster and smarter decisions
- **Achieve better business outcomes:** Connects content to lead applications to provide content the context to unlock powerful insights
- **One source of the truth:** Provides increased visibility and control of unstructured content across the organization for all to consume
- **Intelligent automation:** Generates effective action across an organization's value chain
- **Integrated security and governance:** Extends control and compliance policies to reduce risk and safeguard information
- **Turnkey line of business solutions:** Pre-deployed Business Scenarios provide users pre-configured Templates, Workspaces, Workflows and more to accelerate processes

**"We've got the trilogy. Content Suite Platform is the source of truth. SAP is the source of process. And SharePoint is the outer limits."**

#### Rick Quarmby

Principal knowledge management advisor  
Hydro Tasmania

[Read the full Success story](#)