



# Extended ECM by OpenText

Improve Productivity and Mitigate Risk



# Agenda

- Introduction to xECM
- Ideal customer profile
- Selling xECM
- Value Proposition
- Competitive Differentiation
- Common Objections
- Benefits to customer & Case Studies





Driving Innovation, Empowering Transformations.

**1,500**  
Successful  
Projects

**10,500+**  
TB of Data  
Managed

**22+**  
Years Evolving  
Companies

**\$1.5B**  
Total Customer  
Savings

## Data Management

- SAP Data Archiving
- SAP DaRT
- Data Quality & Governance
- Data Migration
- System Decommissioning
- Data Privacy

## Solution implementation

- S/4HANA Implementation
- SAP Business Data Cloud (BDC)
- SAP BTP Deployment
- SAP OpenText
  - Extended ECM
  - Vendor Invoice Management
  - Doc Presentment
- SAP Ariba
- SAP Vistex
- SAP Vertex
- AI Implementation
- Cloud Migrations

## Product & Innovations

- Data ASSIST by Auritas  
*(Data Archiving Automation)*
- Data GUARD by Auritas  
*(Legacy Decommissioning)*
- Auritas Intelligent Accrual  
*(Financial Automation)*

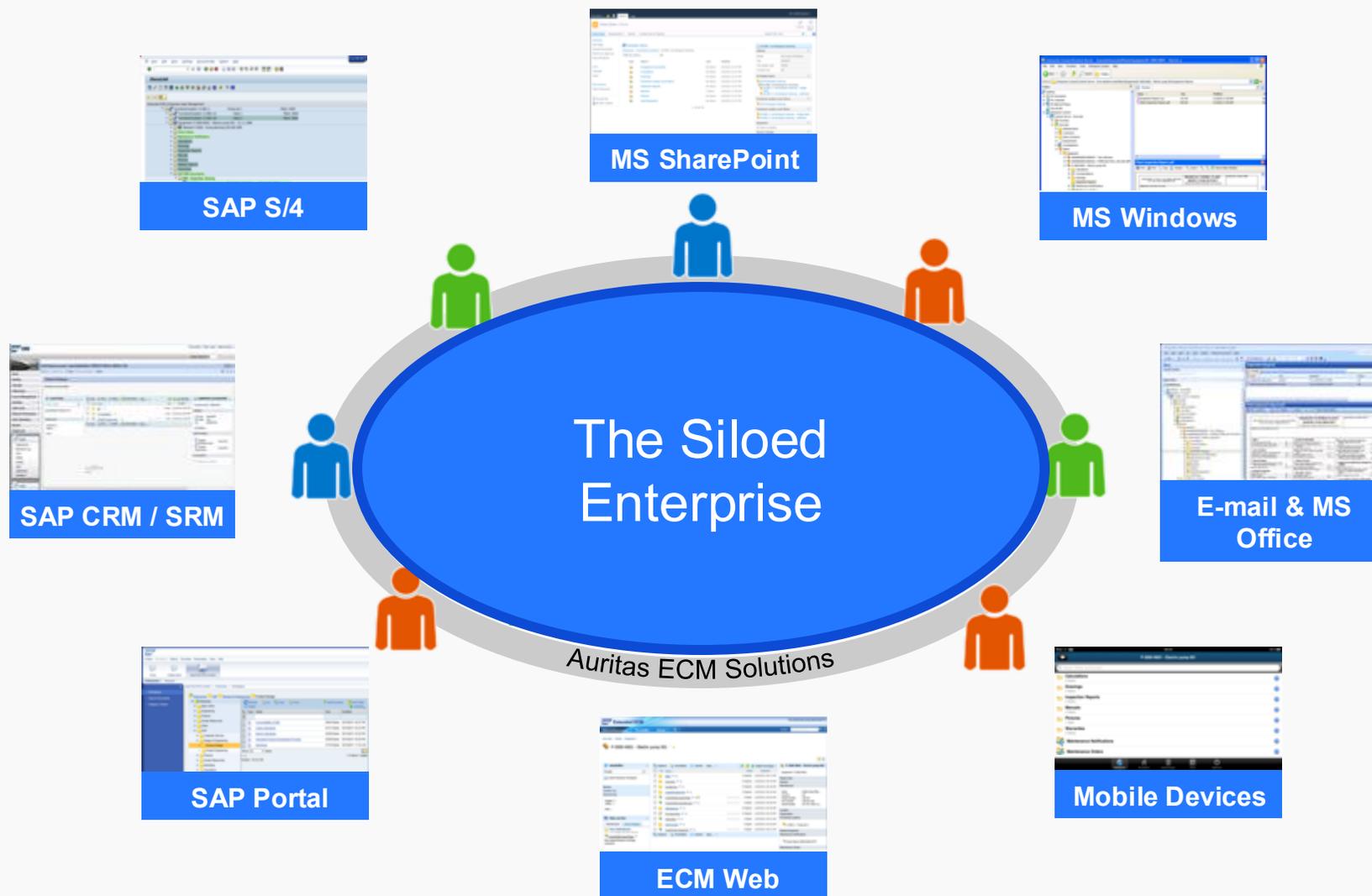


## Strategic Partnerships

- SAP Gold Partner
- SAP PartnerEdge, Sell
- CCFlex – Cloud Choice Flex



# Enterprise Content Assimilation



# Extended ECM Value



# Ideal customer profile



# The S/4HANA Journey with RISE – Customer Objectives



## Prepare

### Validate Readiness

- RISE Readiness report
- Maintenance Planner

### Analyze Business Processes

- Discovery reports
- SAP Business Process Intelligence

### Assess Data Quality

- ✓ SAP Data Services
- ✓ SAP Information Steward
- ✓ SAP Master Data Governance
- ✓ Industry-specific MDG solutions by Utopia

### Optimize Data Footprint

- ✓ Data ASSIST by Auritas
- ✓ SAP Information Lifecycle Management
- ✓ SAP Archiving & Document Access Core by OpenText

### Get to Standard

- BTP Custom Code Analyzer
- ✓ BTP Extension Suite

### Establish Quality Assurance Strategy

- \*SAP Application Testing Solutions by Tricentis



## Move

### Simplify, Size Landscapes

- S/4HANA
- ✓ BTP Integration Suite
- ✓ BTP Extension Suite
- PCE options for BTP

### Migrate

- S/4HANA Migration Cockpit
- ✓ SAP Data Services
- ✓ SAP Information Steward
- ✓ SAP Advanced Data Migration by Syniti

### Modernize Integrations

- BTP Integration Suite
- SAP Process Orchestration
- BTP Application Integration Framework
- SAP Data Intelligence

### Define Information Management Strategy

- ✓ SAP Extended ECM by OpenText



## Run

### Monitor

- Solution Manger
- SAP Application Lifecycle Management Cloud

### Optimize IT Processes

- SAP Landscape Management
- ✓ SAP Information Lifecycle Management
- Solution Manager

### Sustain Quality

- \*SAP Application Testing Solutions by Tricentis

### Streamline Business Processes

- ✓ BTP Extension Suite
- SAP Business Process Intelligence
- ✓ SAP Extended ECM by OpenText
- ✓ SAP Document Presentment by OpenText

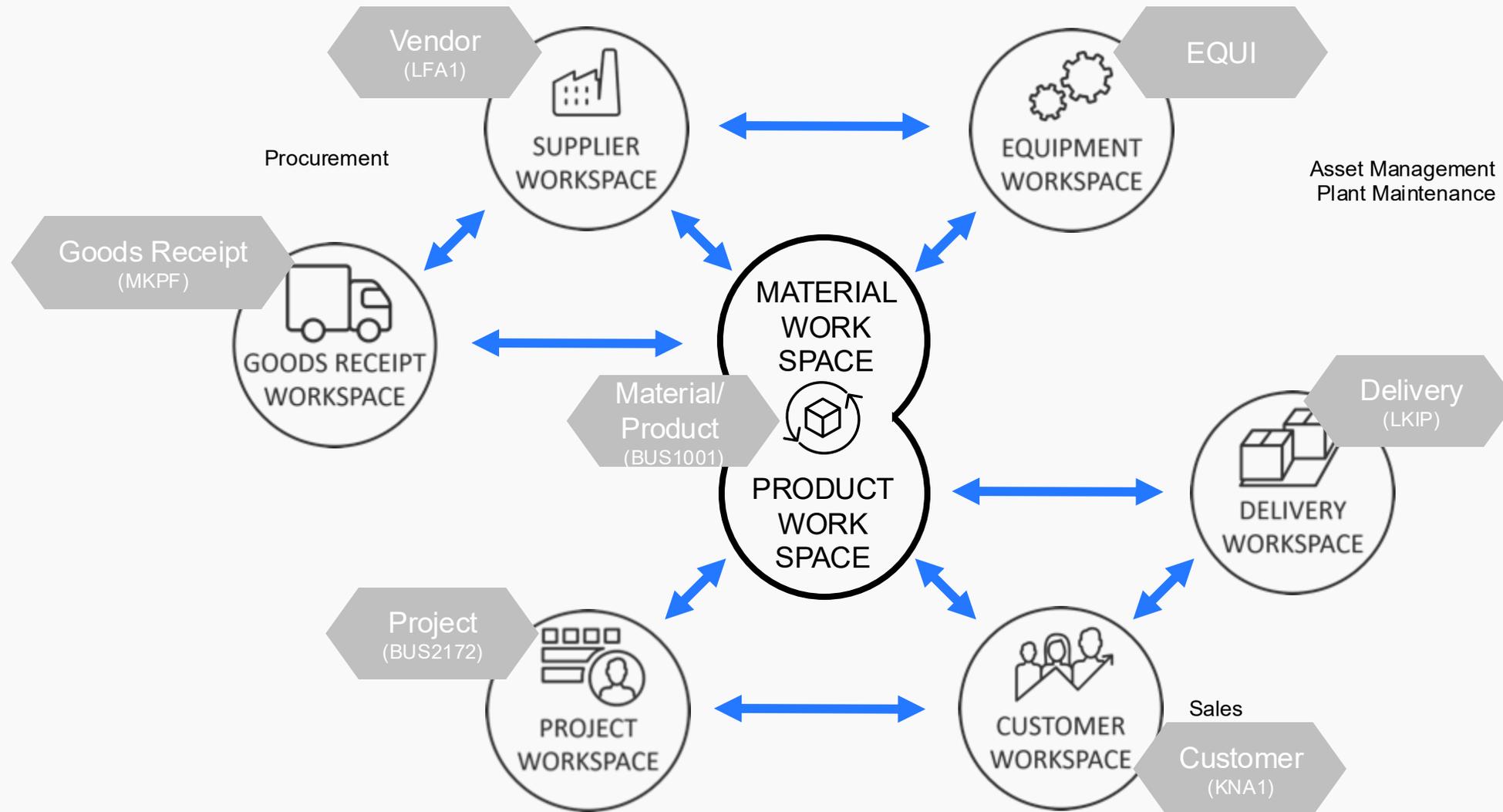
### Innovate

- BTP Extension Suite
- BTP Conversational AI
- BTP iRPA
- SAP Data Intelligence
- BTP Work Zone

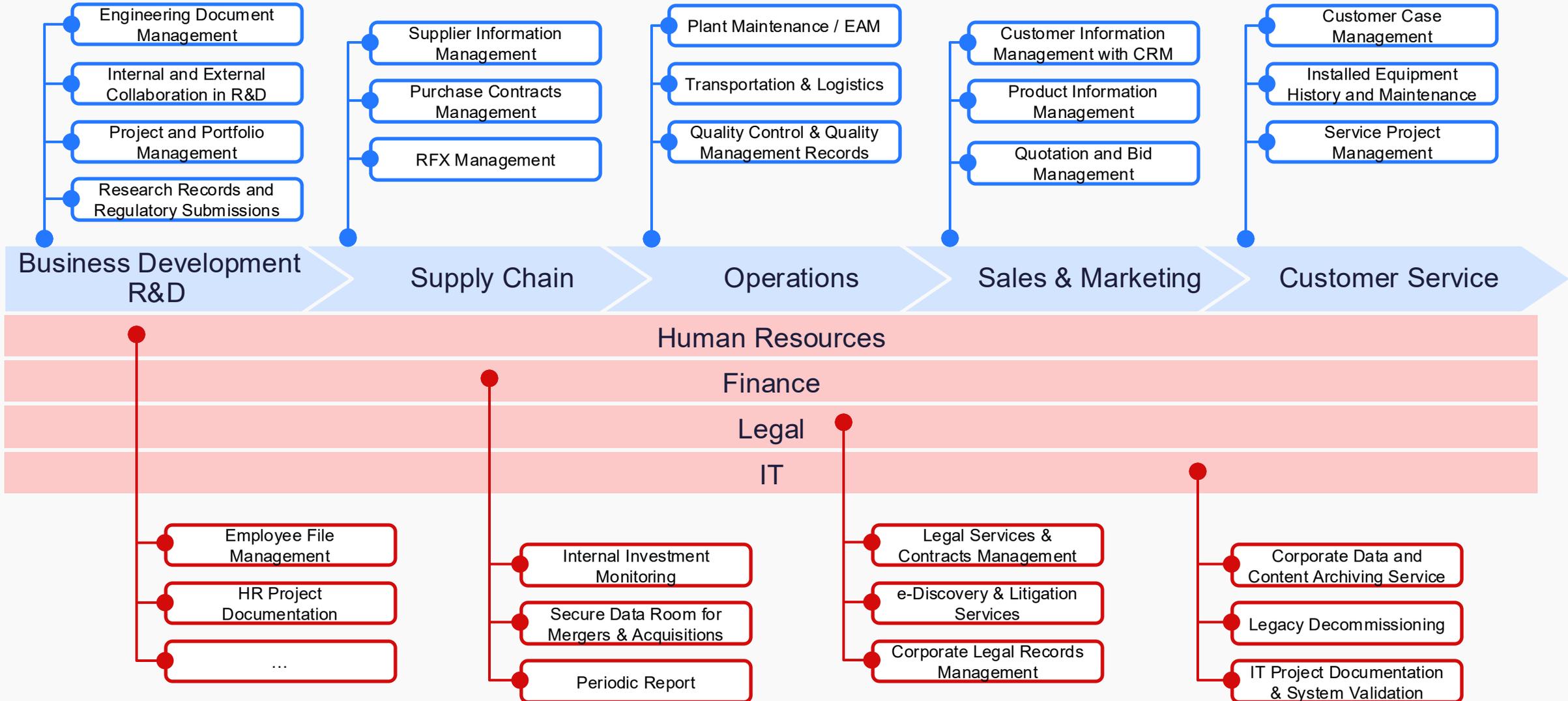
# xECM Customer Profile

- Companies looking for efficiency by reducing time on document handling, retrieval, & approval
- Companies with global footprint requiring seamless content mgmt & collaboration across geographies
- Companies with multiple content management platforms like Documentum, FileNet, Easy Software etc.
- Organizations facing challenges in meeting regulatory compliance
- Businesses struggling with silos and need to integrate content with SAP
- Looking for Seamless integration with SAP and other enterprise systems for unified IT landscape.
- Reducing costs in storage, retrieval, & management through automation & better resource utilization.

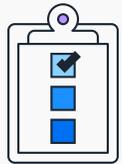
# Building ECM Solutions on the SAP Business Model



# Best Practice Extended ECM Use Cases



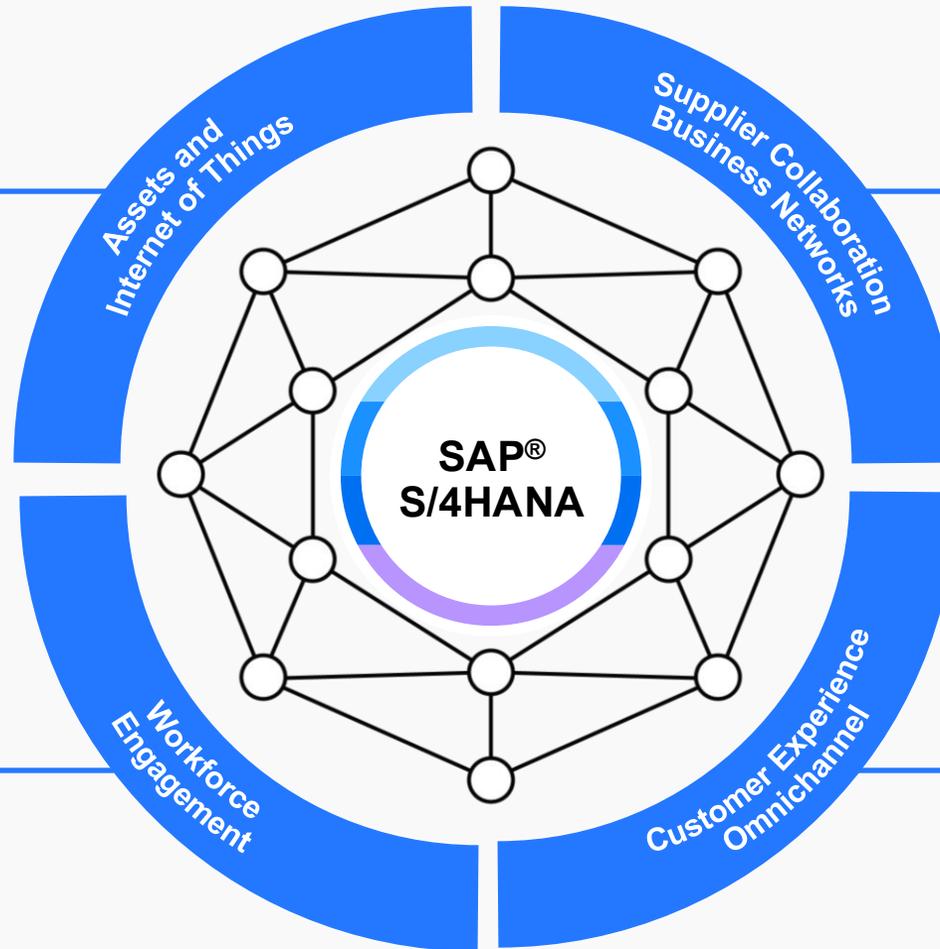
# Example types of unstructured content



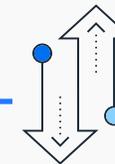
- Work orders
- Contracts
- Order/shipment documents
- Failure report
- Incident report
- Inspection notes
- Technical documentation



- Mailroom for HR forms (combined with EFM)
  - Sick notes
  - I-9
  - Certificates
  - Driver Licenses



- Incoming delivery notes
- Order confirmation
- Supplier statements
- PR and PO monitor
- Approval change of master data
- Service entry sheet



- Incoming sales order
- Incoming customer statements
- Contracts



# Selling xECM



# Key challenges facing business executives



## CIO

Supporting multiple systems is overwhelming my staff.



## CFO

Achieve full transparency and close out key financial reports.



## COO

Improve reliability and accuracy of document-intensive business processes.



## CCO

Respond quickly to changes in market and regulatory demands.



## CMO

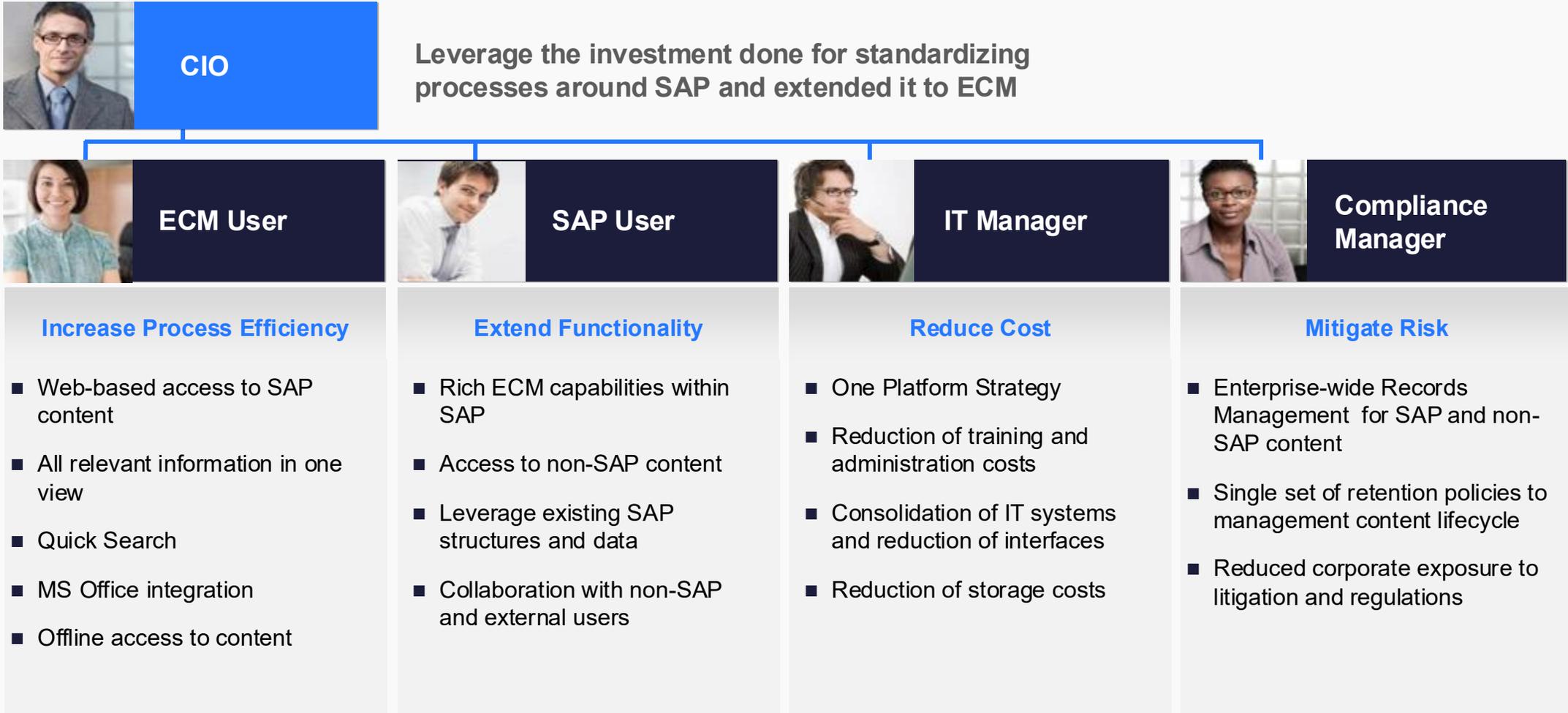
Manage brand and communicate in a consistent and differentiated way.



## Sales & Services

Content is key to fully understanding each customer's situation and our opportunity.

# Key Value to Roles by Integrating ECM and ERP





# Value Proposition



# Why OpenText Extended ECM for SAP Solutions?



## Increase Efficiency

- OpenText™ Extended ECM for SAP® Solutions extends SAP business applications with comprehensive ECM capabilities, including document management, records management and collaboration
- Increase process efficiency by making unstructured content easily accessible within the context of SAP business processes and by f



## Reduce TCO

- Low implementation risk, lower upgrade efforts and TCO
- Due to its seamless integration in each users preferred application & UI, xECM secures high user adoption, avoiding significant training costs
- Free Solution Accelerators including corresponding configurations for SAP and OpenText reduce implementation cost and risk



## Reduce Risk

- Achieve an unprecedented level of consistency and control by leveraging SAP data, structures and authorizations for organizing and categorizing unstructured content
- Minimize the risk associated with unstructured content by controlling its complete lifecycle
- Only ECM solution in the market premium-qualified, supported, maintained, and sold by SAP itself

# Seamless User Experience from Content to Business Application

The image illustrates a seamless user experience from a content hub to a business application. On the left, a SAP Fiori content hub displays a card for 'Global Trade AG (50031)'. A blue box highlights the 'Business applications' menu, which lists 'SAP Customer (Open SAP HCL)' and 'SFDC Account (SFDC-HTTP)'. A blue arrow points from the 'SAP Customer' option to the right-hand screenshot, which shows the SAP Fiori 'Customer' business application. The application displays the same customer information as the content hub, including the account group 'ZINN' and various data fields.

**Business applications**

- SAP Customer (Open SAP HCL)
- SFDC Account (SFDC-HTTP)

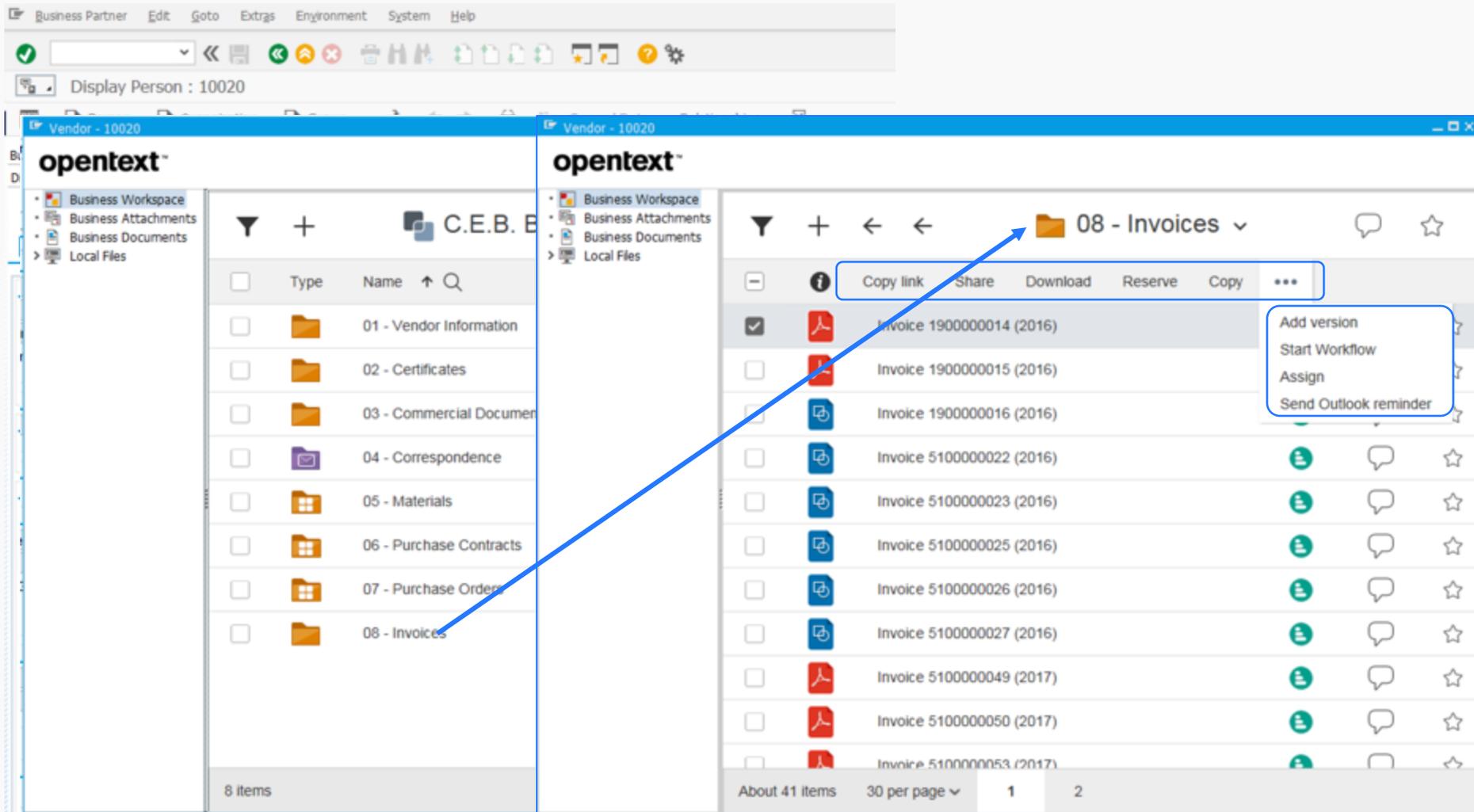
**Customer Data**

Customer Number	50031
Name	Global Trade AG
Street	Gutleutstraße 53
City	Frankfurt
Country	Germany
Postal code	60329
Status	Customer
Industry	Retail
Sales organisation	1000

**Customer Data**

Customer Number	50031
Account Group	ZINN
Vendor	
Authorization	
Group	

# OpenText Extended ECM Workspaces – SAP User Experience



- Doc Mgmt activities directly available in the SAP UI
- Records Mgmt Information, available in the SAP UI
- Collaboration features, available in the SAP UI

# OpenText Extended ECM Outlook / Office 365 Integration – Side Panel

The screenshot displays the Outlook interface with a meeting invitation for 'UX Review for Group Integration' on the main screen. On the right side, a 'Connected Workspace' panel is visible, which is highlighted by a blue circle. This panel allows users to select a workspace type and search for specific workspaces. Below the search bar, there are sections for 'Favorite Workspaces' and 'Recent Workspaces'. A blue line connects the text 'Easily store emails into Business Workspaces' to the 'Favorite Workspaces' section.

**Connected Workspace**

Select a workspace type

Workspace name

**Favorite Workspaces**

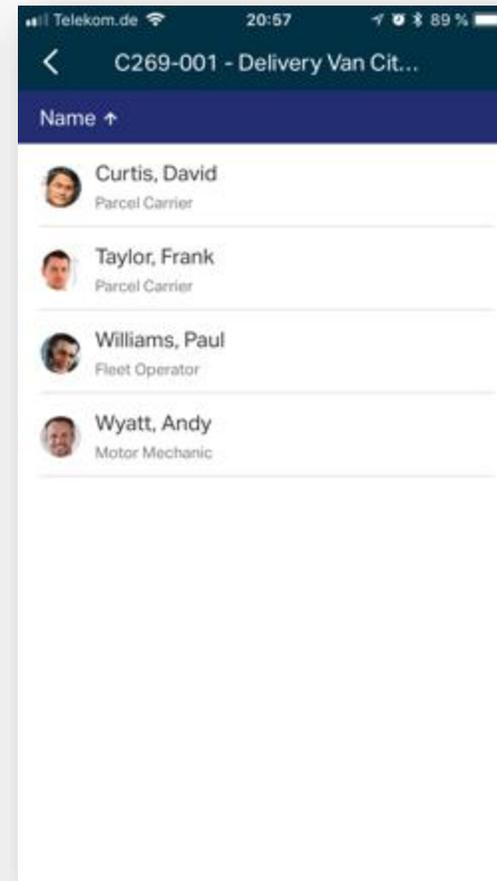
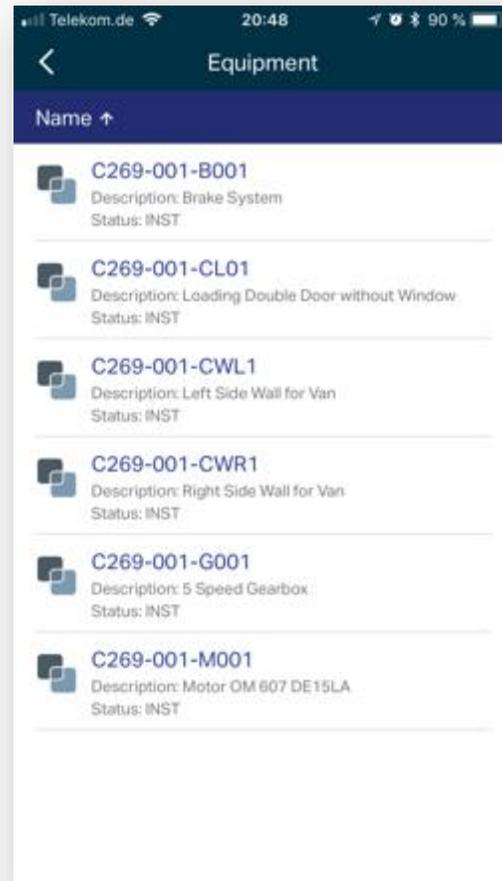
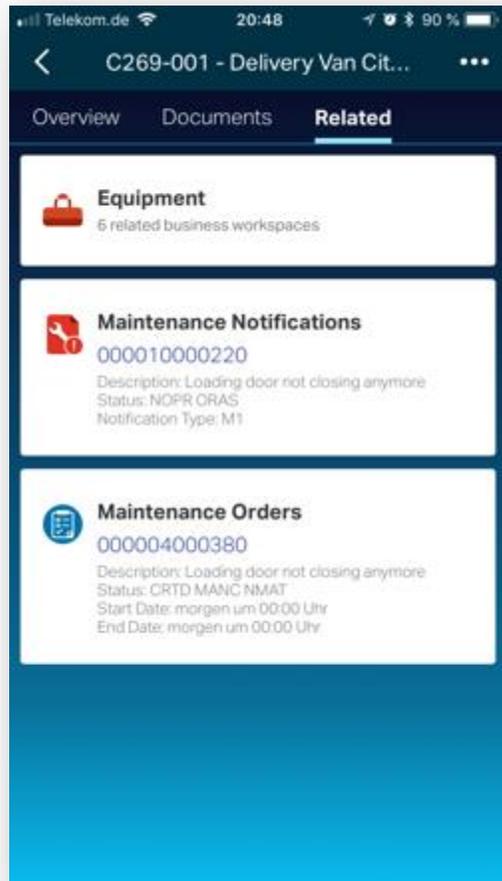
- Siemens Power Plant (Sales Order)
- A.T. Clayton & Co. Inc. (DAL) (0000300751)
- Valerie Smith (3401)
- Sales Order
- Equipment TRUCK-1-789C
- Vendor 0000000100 - C.E.B. BERLIN
- 0000100237
- Material Pentium Processor 750 MHz (DPC9021) - 012

**Recent Workspaces**

- Sales Order
  - Contracts
  - Email Communication
  - Folder with very long name for text wrapping
  - Minutes
- Siemens Power Plant (Sales Order)
- Sales Order
- SO-5544

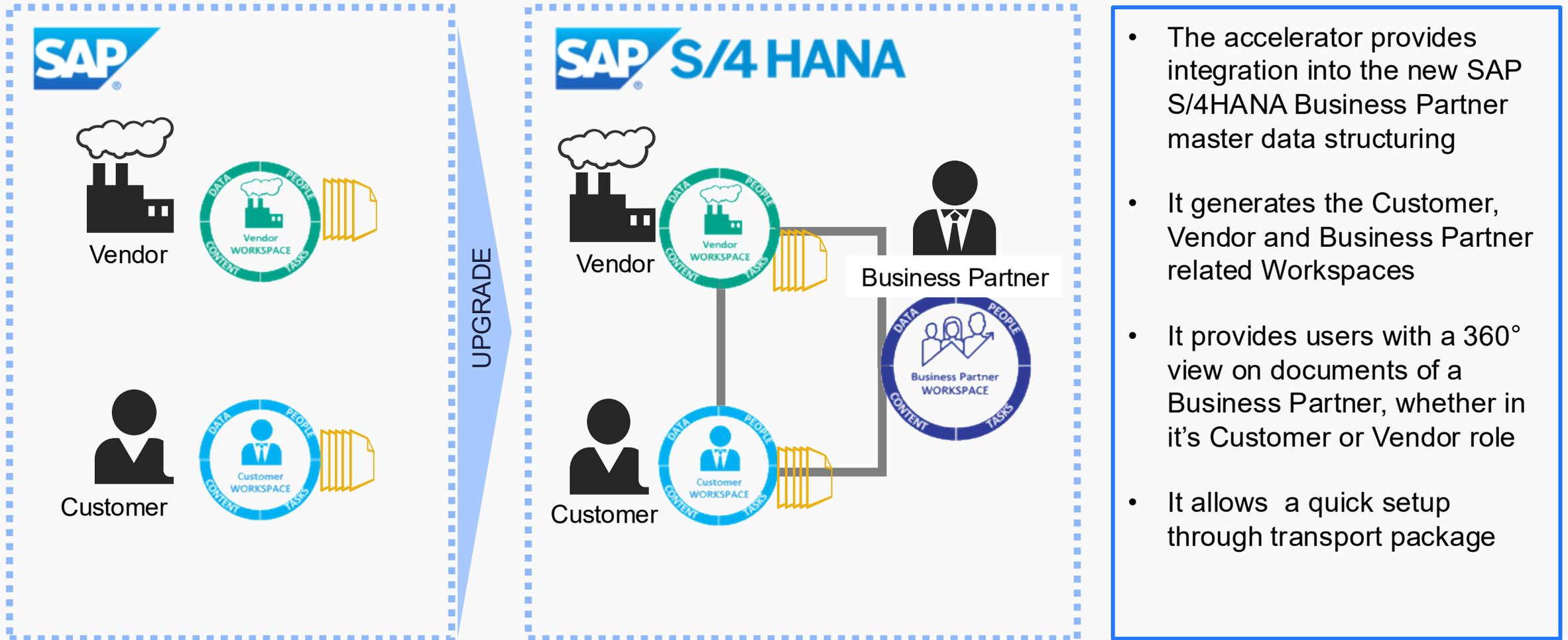
Easily store emails into Business Workspaces

# OpenText Extended ECM Empower the Mobile Workforce\*



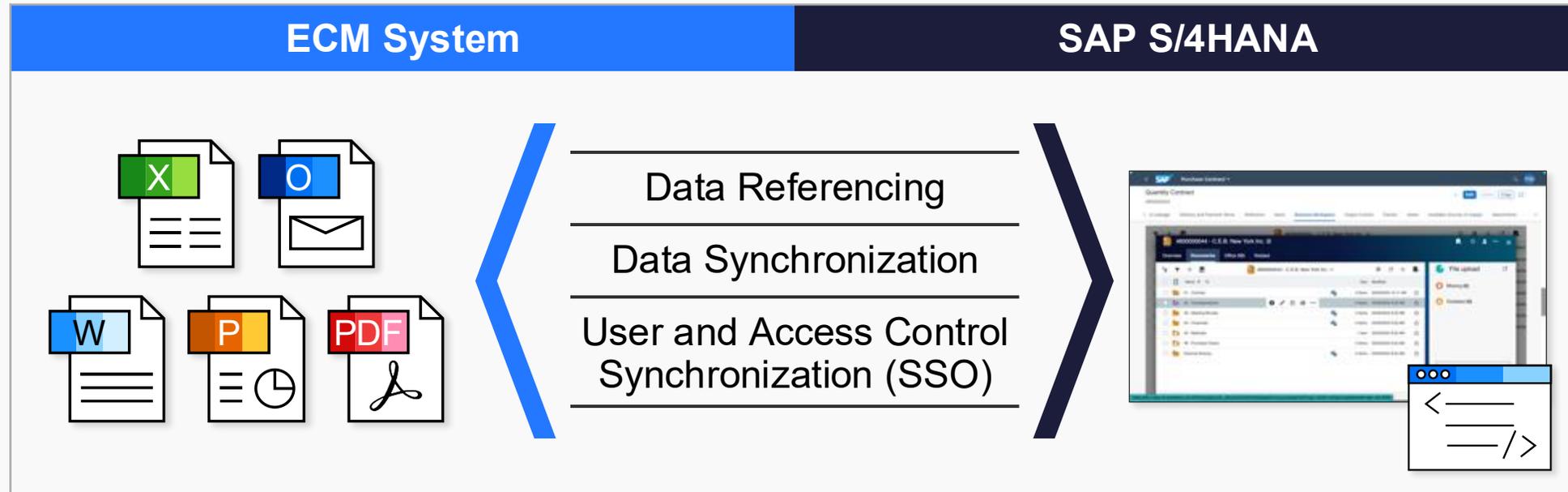
- Extended ECM goes mobile: Workspace on mobile devices
- Gain insight in business process related content at any place
- Browse through workspace network

# OpenText Extended ECM Accelerate Extended ECM Rollouts with SAP S/4HANA Customer Vendor Integration

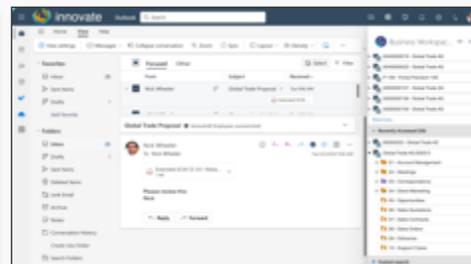


- The accelerator provides integration into the new SAP S/4HANA Business Partner master data structuring
- It generates the Customer, Vendor and Business Partner related Workspaces
- It provides users with a 360° view on documents of a Business Partner, whether in it's Customer or Vendor role
- It allows a quick setup through transport package

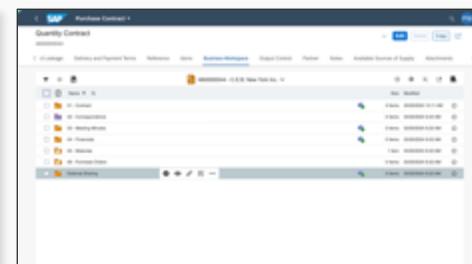
# Integrated ECM and application system(s)



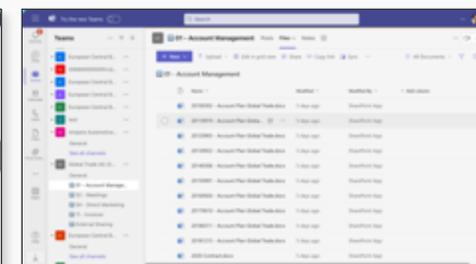
Extended ECM Web UI



Microsoft Outlook



Transaction (FIORI)



Microsoft Teams

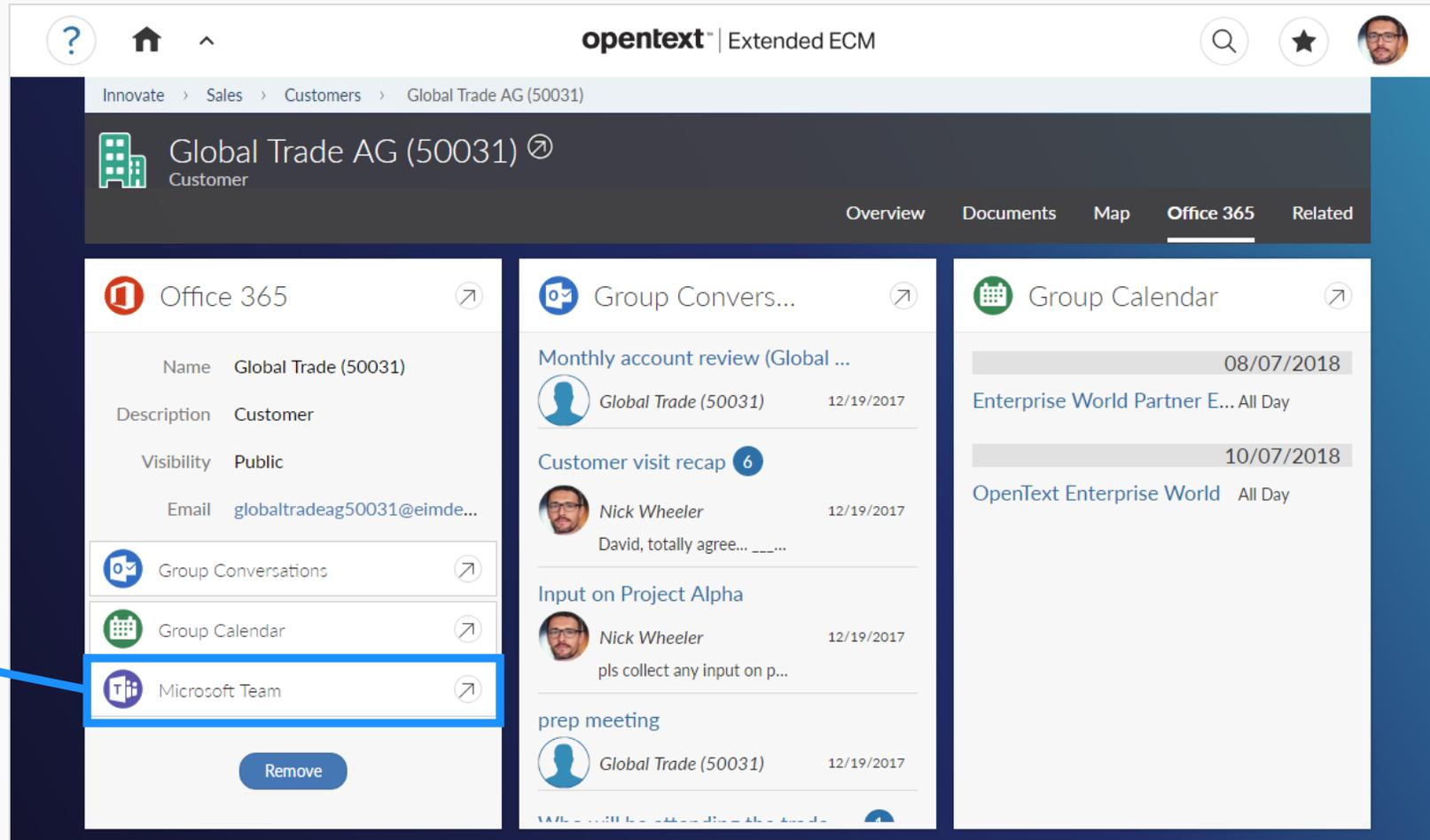
# Competitive Differentiation



# Competitive Differentiation

- ✓ Unified User Experience across platforms
- ✓ Seamless SAP Integration
- ✓ Innovative Features
- ✓ Advanced Workflow Automation
- ✓ Superior Customer Support and Services

# Seamless Integration with Microsoft Teams



The screenshot displays the OpenText Extended ECM interface for a customer workspace. The breadcrumb trail is 'Innovate > Sales > Customers > Global Trade AG (50031)'. The main header shows 'Global Trade AG (50031) Customer' with tabs for 'Overview', 'Documents', 'Map', 'Office 365', and 'Related'. The 'Office 365' tab is active, showing a list of connected services: Office 365, Group Conversations, Group Calendar, and Microsoft Team. The 'Microsoft Team' entry is highlighted with a blue box. A blue callout box on the left points to this entry with the text 'Open Microsoft Team connected to Workspace'. Below the list is a 'Remove' button. The right side of the interface shows a preview of the selected Microsoft Team, including a 'Monthly account review' and a 'Customer visit recap'.

Open Microsoft Team connected to Workspace

# Intelligent Viewing

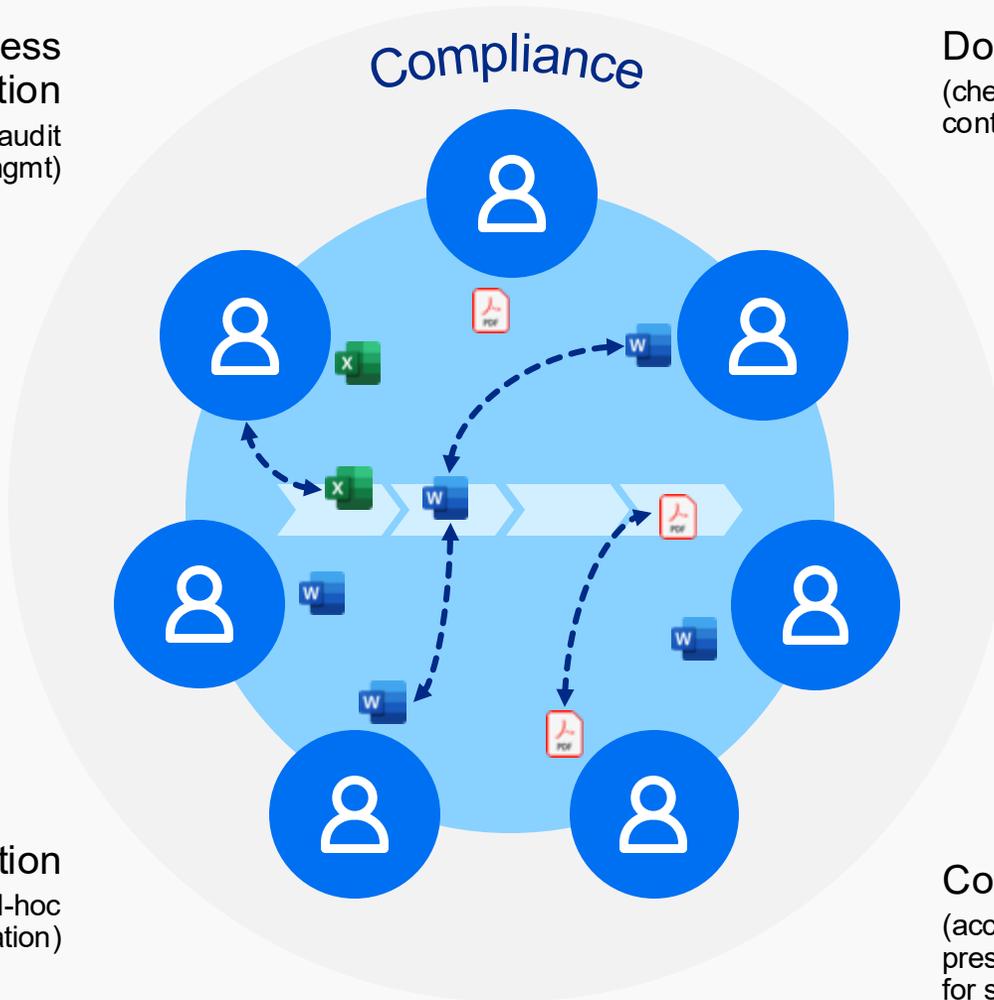
What's included?

- Secure content with **banners and watermarks**
- Protect sensitive content such as PII or trade secrets with **redaction** capabilities
- **Convert** documents to PDF and extract valuable text from images using **Optical Character Recognition**
- View multiple documents in a single viewing session with **Multi-File Viewing**
- **View** a variety of **technical drawings**
- Quickly identify differences in text or images with **compare**



# SAP Extended Enterprise Content Management provides process-centric collaboration and compliance

- Line of Business Integration**  
(retention policies, legal hold, audit trail, physical records mgmt)
- Records Management**  
(retention policies, legal hold, audit trail, physical records mgmt)
- Capture**  
(scanning, batch/single, fax, e-mail, bulk import)
- Archive**  
(storage of content and data, security, compression, access rights, hardware, management)
- Document Generation**  
(output management, ad-hoc document creation and automation)



- Document Management**  
(check in/out, version control, access controls, approvals, audit)
- Intelligent Viewing**  
Flexible, scalable, and collaborative document viewing
- Office365 integration**  
(integration with MS Teams spaces and Office applications)
- Collaboration**  
(team sharing, threaded discussion, wiki, blog, workspace)
- Content-centric Workflow**  
(review workflows, authorization, commentary)
- Content Access**  
(access rights, publication, presentation, controlled external access for suppliers and partners)

# Benefits to Customer & Case Studies



# Business Value of SAP ECM Solutions by OpenText

## Key Results

**288%**

3-year ROI

**\$1.5M**

reduced invoice-  
related costs

**10**

months to payback on  
investment

### Customer Quote:

“ *Single pane of glass across the enterprise is the biggest benefit. We have the ability to see content now whereas the older way we had to search. We can now look at transactional records, so compliance is handled on the schedule.* ”

**Thank you.**

