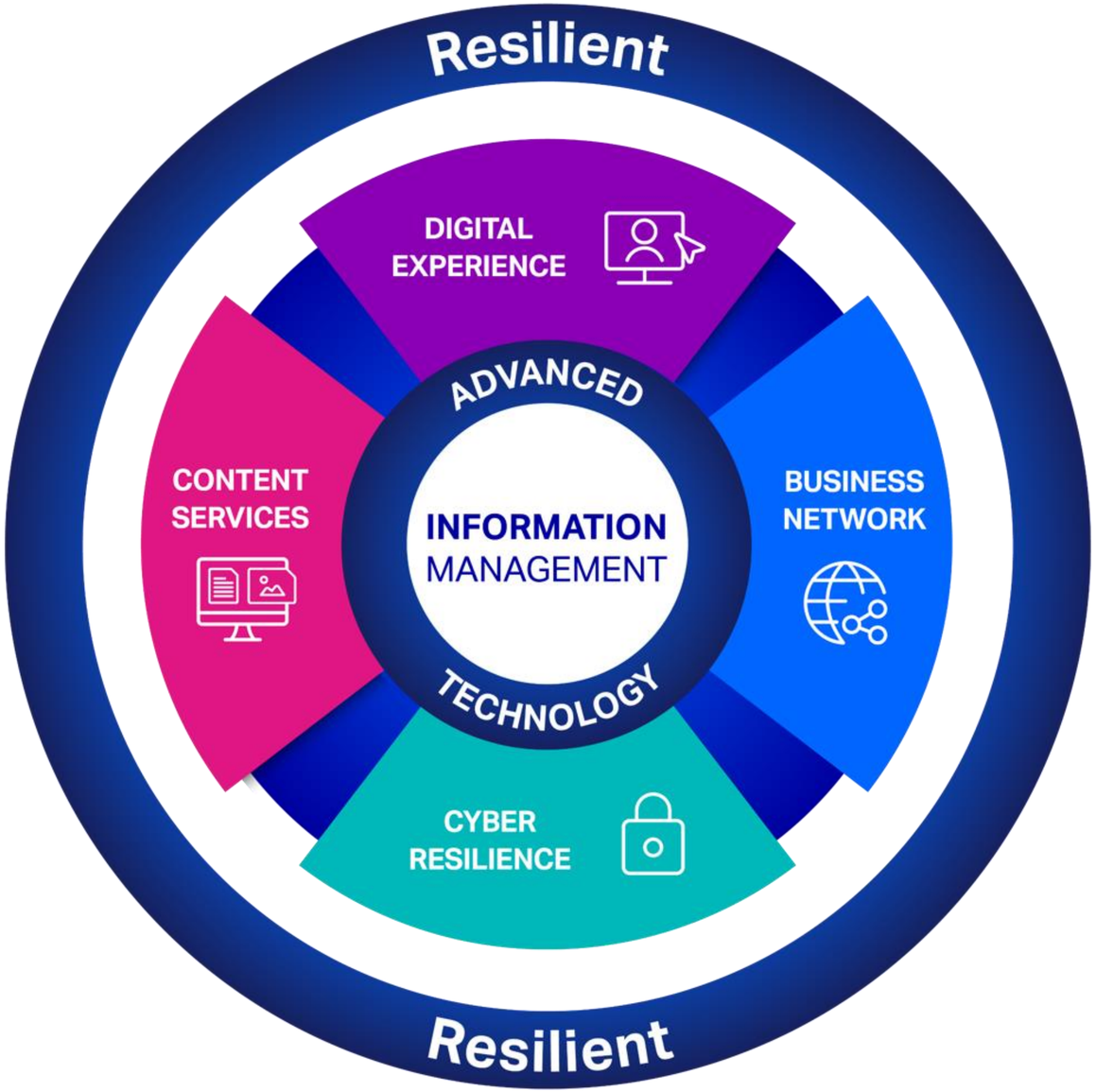
opentext™

The market leader in Information Management software and cloud solutions.

A TSX-60 Company
NASDAQ, TSX: OTEX

- Build Resilient Organizations
- Compelling Customer Experiences
- Frictionless Commerce
- Simplified Risk Management
- Cyber Resilience
- Platform for Innovation



30 years
delivering trust and quality

Trillions
in network commerce

3 Exabytes
under management

137 Million
secured end points

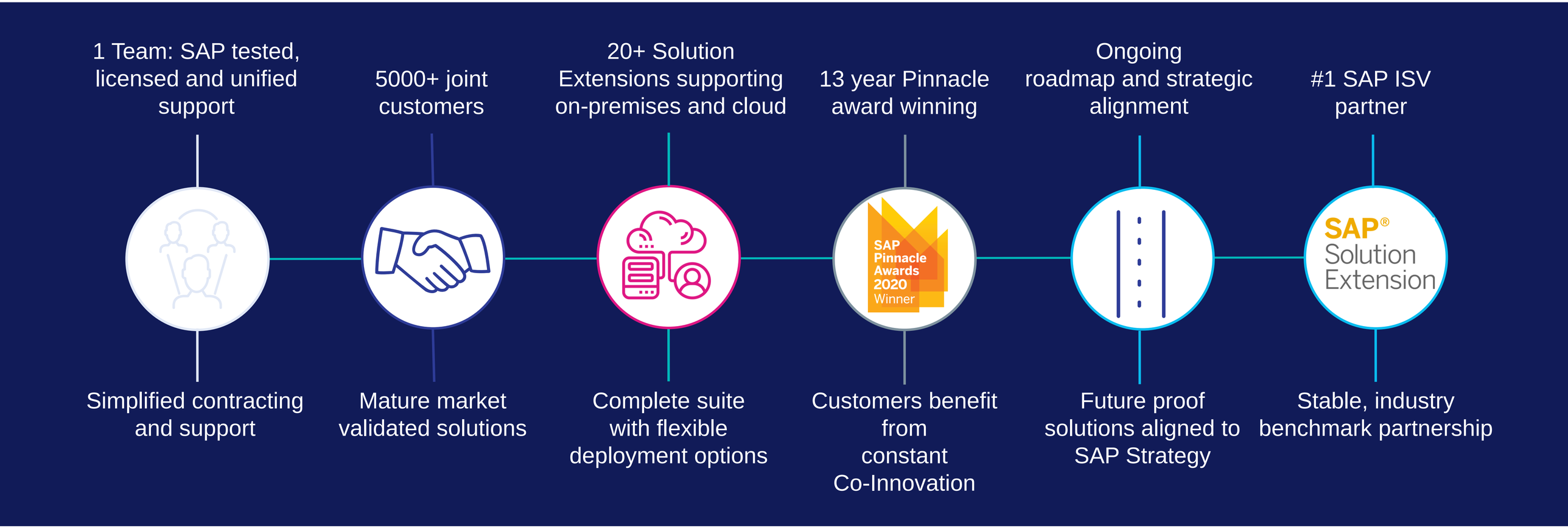
100 Million
end users

60 Million
secure IDs

99.99%
uptime in our cloud

OpenText Confidential. ©2022 All Rights Reserved.

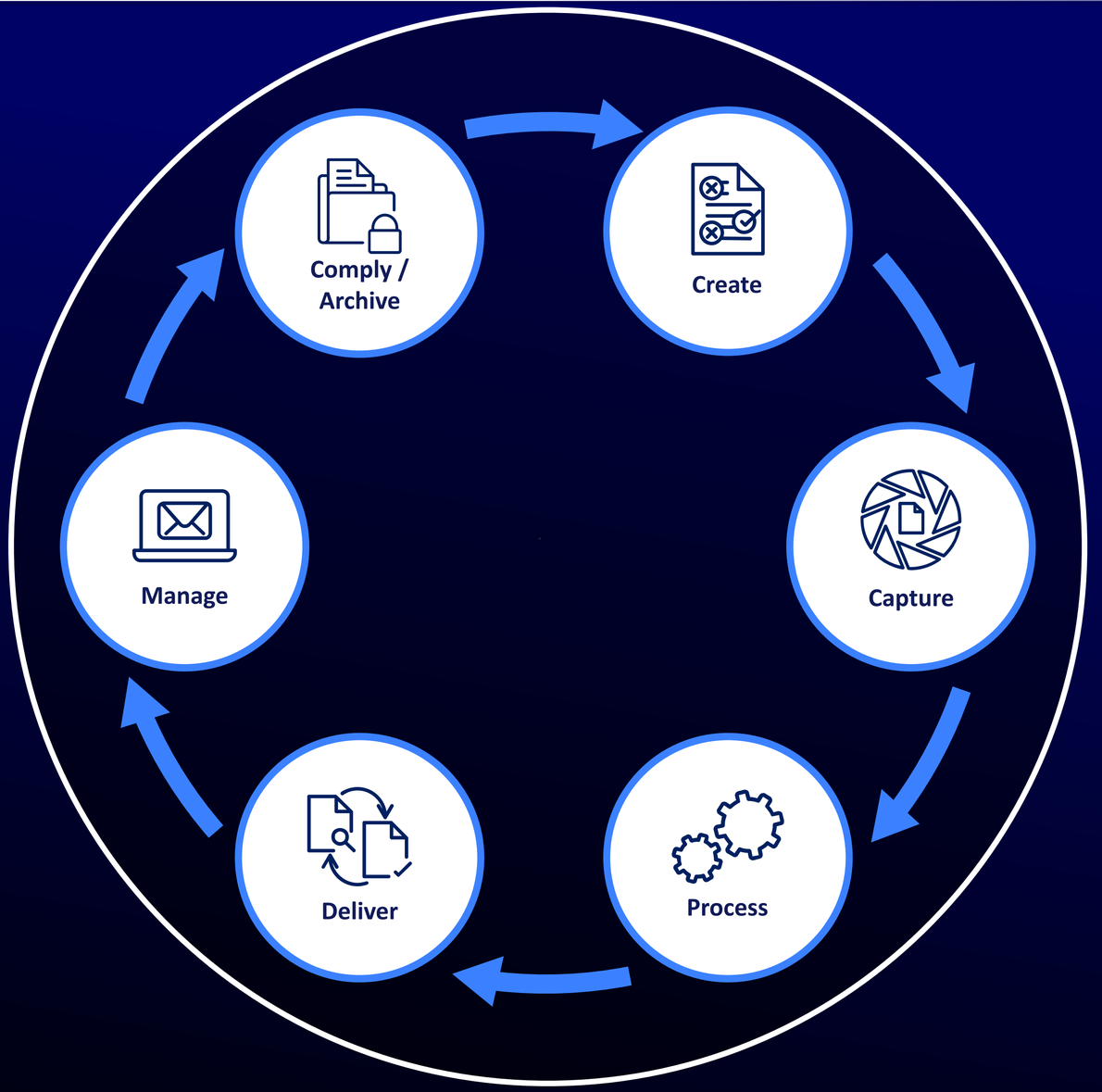
25 years of partnership - OpenText and SAP



The market leading Digital Content Platform supporting SAP customers to gain the Information Advantage and become Intelligent and Connected Enterprises

OpenText Confidential. ©2022 All Rights Reserved.

Lines of Business



- CRM
- Talent Management
- Accounts Payable

- Marketing and Communication
- Capital Projects and Operations
- Compliance and Records Management

opentext™

OpenText Confidential. ©2022 All Rights Reserved.

Information Management Services

DIGITIZE, DELIVER
OPERATIONS

ENGAGE
EMPOWER

DELIGHT, RETAIN
CUSTOMER SERVICE

EXPANDED SERVICES

EXPERIENCE SERVICES

Design and react to customer interactions to exceed their expectations

CAPTURE SERVICES

Automate process initiation, omnichannel inbound capture

PROCESS SERVICES

Digital business applications at speed,
Re-engineer processes and accelerate transformation

COMPLIANCE AND ARCHIVING SERVICES

Consolidate customer information and retire legacy applications

CONTENT SERVICES

Leverage comprehensive lifecycle management,
collaboration and content in context

INTEGRATIONS MARKETPLACE

OPENTEXT CLOUD + PREMIUM MANAGED SERVICES
(OPENTEXT CLOUD, AWS, GCP, AZURE)

Business
Users and Roles

opentext™

OpenText Confidential. ©2022 All Rights Reserved.

tion Management Services

DIGITIZE, DELIVER
OPERATIONS

ENGAGE
EMPOWER

DELIGHT, RETAIN
CUSTOMER SERVICE

Capture & Digitize
Multi-channel capture and advanced recognition capabilities

Store & Manage
Secure and flexible content services capabilities

Analyze & Report
Prescriptive and predictive analytics and reporting capabilities

Process & Automate
Low-code / no-code process and dynamic case management capabilities

Search & Discover
Enterprise federated search and electronic discovery capabilities

Manage & Secure
Manage and secure the API service usage and deployment

View & Communicate
Content customization / personalization and output management capabilities

Protect & Secure
Information and end-point security and management capabilities

EXPANDED SERVICES

OPENTEXT CLOUD + PREMIUM MANAGED SERVICES
(OPENTEXT CLOUD, AWS, GCP, AZURE)

opentext™

OpenText Confidential. ©2022 All Rights Reserved.

Information Management Services

Extended Services

Capture & Digitize
Multi-channel capture and advanced recognition capabilities

- PDF Compression
- Intelligent Capture ★
- Transform
- eMail Capture
- Scanning
- Branch Office Scanning

Store & Manage
Secure and flexible content services capabilities

- Document Management ★
- Archive / Decommission
- Information Governance
- Physical Records Management
- Digital Signature
- External Sharing

Analyze & Report
Prescriptive and predictive analytics and reporting capabilities

- AI / Analytics
- Text Mining
- Chatbot
- Contribution Reporting
- Customer Segmentation
- Dashboard

Process & Automate
Low-code / no-code process and dynamic case management capabilities

- Straight Through Processing - BPM ★
- Dynamic Case ★
- Robotic Process Automation ★
- Low Code / Citizen Development ★
- Work Queue & Task Lists ★
- SLA & Escalation Services ★

Search & Discover
Enterprise federated search and electronic discovery capabilities

- Search
- Site Search
- eDiscovery
- PII, PCI, PHI eDiscovery on Devices
- PII, PCI, PHI eDiscovery on File Share, eMail, ECM

Manage & Secure
Manage and secure the API service usage and deployment

- SAP Integration ★
- M365 Integration ★
- SalesForce Integration ★
- Custom Application Integration ★
- Office Online Collaboration
- Microsoft Dynamics Integration ★

View & Communicate
Content customization / personalization and output management capabilities

- Document Generation ★
- Customer Portal ★
- Multichannel Notifications
- UI Translation
- HTML Forms ★
- Intelligent Viewing and Redaction

Protect & Secure
Information and end-point security and management capabilities

- Security and Access Control
- Identity & Access Management & Directory Services
- Breach Notifications
- Breach Forensics
- Legal Transcription and Audio PII / /PCI Redaction
- Endpoint Security

opentext™

OpenText Confidential. ©2022 All Rights Reserved.

Information Management Services

DIGITIZE, DELIVER
OPERATIONS

ENGAGE
EMPOWER

DELIGHT, RETAIN
CUSTOMER SERVICE

EXPANDED SERVICES

EXPERIENCE SERVICES

Design and react to customer interactions to exceed their expectations

CAPTURE SERVICES

Automate process initiation, omnichannel inbound capture

PROCESS SERVICES

Digital business applications at speed,
Re-engineer processes and accelerate transformation

COMPLIANCE AND ARCHIVING SERVICES

Consolidate customer information and retire legacy applications

CONTENT SERVICES

Leverage comprehensive lifecycle management,
collaboration and content in context

INTEGRATIONS MARKETPLACE

OPENTEXT CLOUD + PREMIUM MANAGED SERVICES
(OPENTEXT CLOUD, AWS, GCP, AZURE)

Business
Users and Roles

opentext™

OpenText Confidential. ©2022 All Rights Reserved.

Customer Lifecycle Information Management for Financial Services

DIGITIZE, DELIVER
OPERATIONS

ENGAGE
EMPOWER

DELIGHT, RETAIN
CUSTOMER SERVICE

INTEGRATIONS MARKETPLACE

Core Banking Systems

Insurance OP's

Customer Relationship Management (CRM)

Enterprise Resource Planning (ERP)

IT Service Management (ITSM)

Supply Chain & Agreements

Human Resources Systems (HRIS, HCM, HRM)

Desktop Productivity & Collaboration

OPENTEXT CLOUD + PREMIUM MANAGED SERVICES
(OPENTEXT CLOUD, AWS, GCP, AZURE)

opentext™

OpenText Confidential. ©2022 All Rights Reserved.

Information Management Services

DIGITIZE, DELIVER
OPERATIONS

ENGAGE
EMPOWER

DELIGHT, RETAIN
CUSTOMER SERVICE

EXPANDED SERVICES

DIGITAL EXPERIENCE
Provide a white-glove user experience to customers and employees

OPERATIONAL EXCELLENCE
Re-engineer processes and accelerate transformation

COMPLIANCE
Seamlessly apply and enforce regulations

INTEGRATIONS MARKETPLACE

OPENTEXT CLOUD + PREMIUM MANAGED SERVICES
(OPENTEXT CLOUD, AWS, GCP, AZURE)

opentext™

OpenText Confidential. ©2022 All Rights Reserved.

Thank You !!

opentext™

The Information Company