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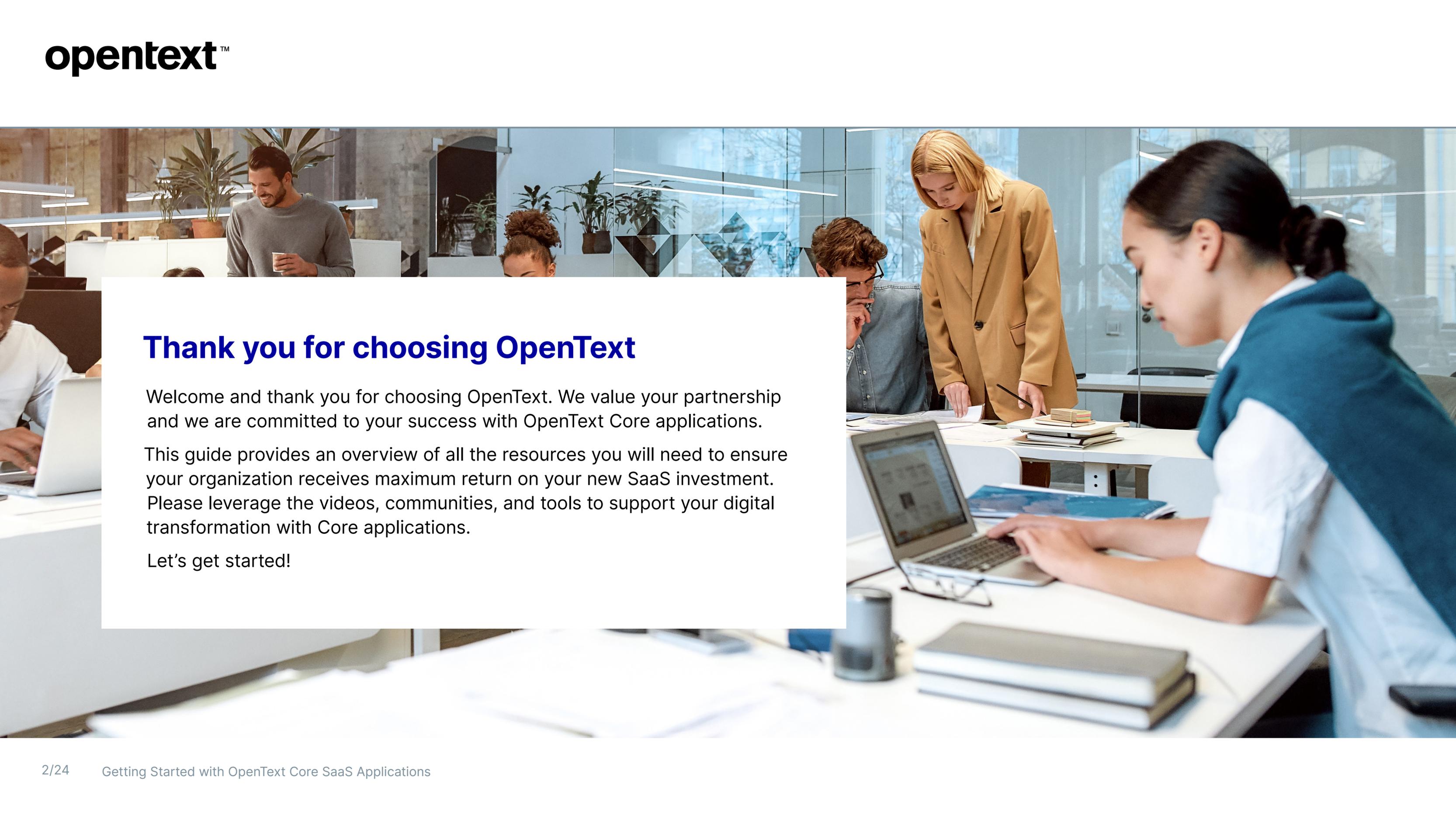
Getting Started with OpenText Core SaaS Applications

An overview of how easy it is to get to the cloud with OpenText SaaS

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Thank you for choosing OpenText

Welcome and thank you for choosing OpenText. We value your partnership and we are committed to your success with OpenText Core applications.
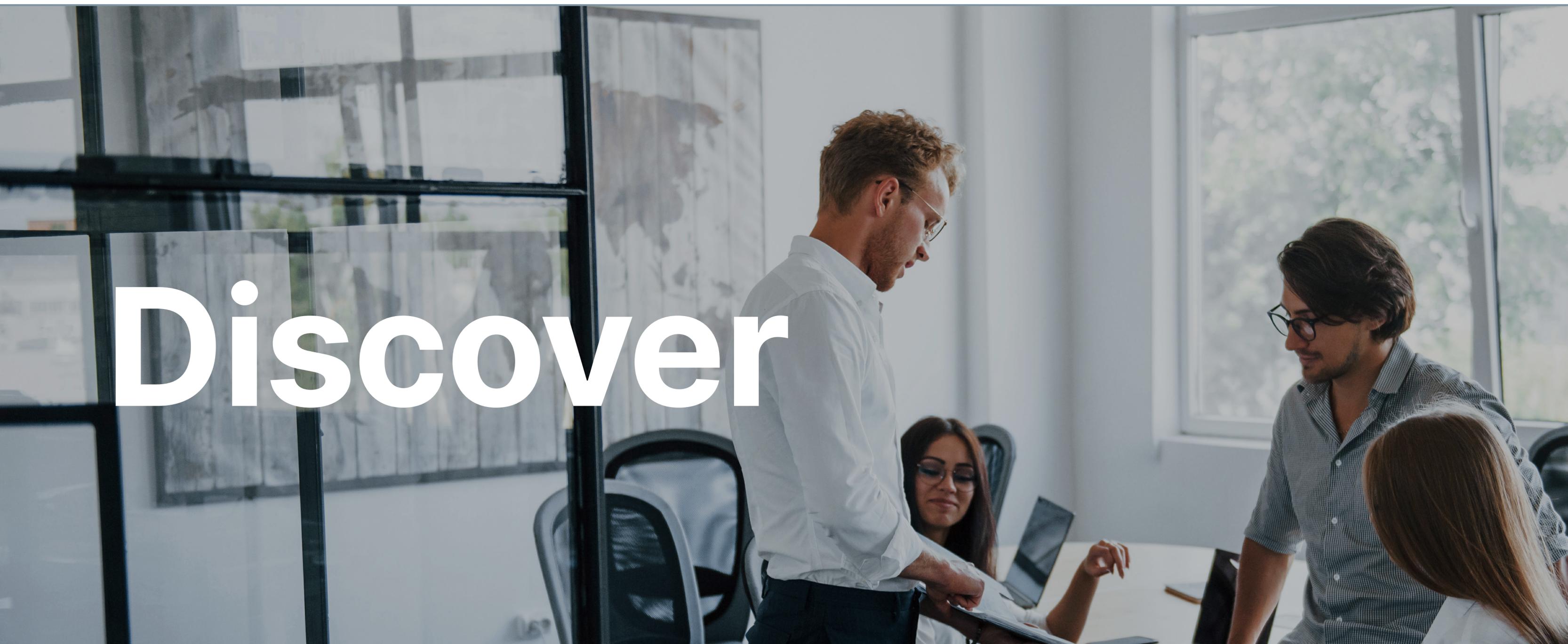
This guide provides an overview of all the resources you will need to ensure your organization receives maximum return on your new SaaS investment. Please leverage the videos, communities, and tools to support your digital transformation with Core applications.

Let's get started!

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Discover

Getting Started with OpenText Core SaaS Applications

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The right SaaS approach can help fast track your organization's digital transformation.
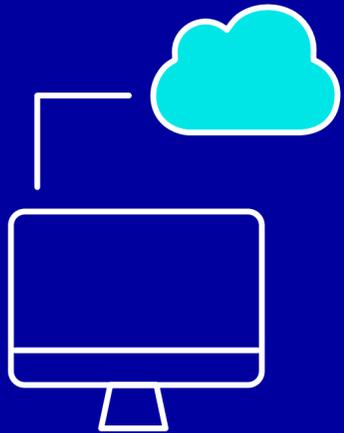
The top IT-led priority for digital transformation projects is to improve employee collaboration and productivity tools.

31%

of software decision-makers say that increasing the use of SaaS is a priority for their organizations.

Find out why OpenText is the clear choice.

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Why OpenText?

Experience the Ultimate Cloud

The OpenText Cloud is one of the largest managed clouds in the enterprise software industry with more than 50 data centers and 60,000 customers worldwide, supporting $6.5 trillion in eCommerce each year.

Designed with You in Mind

Our solutions eliminate all the guesswork, designed to solve a range of common information management challenges for business users such as information capture, digital signature, and content archiving to more complex industry use cases for Energy, Engineering and Life Sciences.

It's Easy

Organizations require content management and collaboration technology that allows them to deliver content to customers, employees, and partners where they are, when they need it, without hassle. Shifting these solutions to the cloud can help accelerate time-to-innovation resulting in various savings.

Leverage powerful, out-of-the-box SaaS tools to adopt a cloud-first strategy seamlessly or extend on-premises platforms to the cloud quickly and simplify technology investment decisions.

Start your journey here

See how to accelerate digital transformation with OpenText Core SaaS applications.

Select the following links to learn more.

💬 Accelerate your journey to the cloud with SaaS

💬 Take control of your content with OpenText Core applications

💬 IT Teams want SaaS just as much as business users do

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Solving Common Content Challenges

Too much content! Struggling to adapt!

Sound familiar? One of the biggest challenges organizations are faced with today is information sprawl. With various specialized applications and processes and the growth of remote and hybrid workforces, information access, use and governance become increasingly complex. The struggle to adapt is another all-too-common business challenge and one that threatens longevity. Many businesses are locked into systems that make it difficult to pivot when needed.

SaaS is the answer, but for some, moving everything to the cloud at once is unrealistic. With OpenText Core Content, the next generation SaaS content services platform, organizations can start cloud-native or journey to the cloud at a pace that works for them, adopting a hybrid approach as an alternative to achieving immediate success in the cloud.

Underpinning the Core family of SaaS applications, Core Content offers turnkey, yet robust content management capabilities and integration to lead business applications, including SAP S/4HANA Public Cloud. Click here to learn more.

Next, let's take a look at the Core portfolio of applications.

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Applications by Department and Industry

Looking for an application that is purpose-built to solve a specific department or industry use case? Check out this helpful list, and follow the links to learn more.

IT

OpenText Core Content

Core Content offers robust content management capabilities and integration to lead business applications including SAP S/4HANA Public Cloud.

OpenText Core Share

Core Share helps enterprises securely and easily share, collaborate and store content in the cloud.

OpenText Core Signature

Core Signature is a professional and enterprise-grade electronic signature application to sign any document in a fast, compliant, and hassle-free way.

Finance and HR

OpenText Core Case Management

Core Case Management automates dynamic, collaborative, case-based work for smarter decision-making, faster case resolution, and improved experiences.

OpenText Core Capture

Core Capture automatically recognizes documents based on simple templates and extra metadata to automate document capture and process initiation.

OpenText Core for SAP SuccessFactors

Core for SAP SuccessFactors combines digitized employee documents with core employee data in a central repository, accessible within SAP SuccessFactors, for a seamless, 360-degree view of employees and improved HR effectiveness.

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Marketing

OpenText Core Experience Insights

Core Experience Insights collects valuable data from customer interactions across channels, devices, and applications to map the customer journey and provide analysis and insights on customer behaviours.

OpenText Hightail

Hightail provides a place of collaboration for users to send, receive, digitally sign and synchronize files with instant recipient email notifications.

Legal

OpenText Core for Federated Compliance

Core for Federated Compliance provides a centralized platform to define, manage and validate an enterprise-wide information governance policy.

Apps for SAP Solutions

OpenText Core Archive for SAP Solutions

Core Archive for SAP Solutions securely stores SAP and non-SAP data and documents in the cloud.

OpenText Core Capture for SAP Solutions

Core Capture for SAP Solutions fully automates the digitization of incoming SAP-related documents.

OpenText Core Share for SAP Solutions

Securely share, collaborate, and synchronize documents without leaving your SAP application.

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Applications by Industry

Simplify document management and collaboration with apps purpose-built for Energy, Engineering and Life Sciences.

Energy and Engineering

OpenText Core for Building Information Modelling

Core for Building Information Modelling (BIM) is a true BIM collaboration platform that adheres to ISO 19650 standards and allows you to schedule, manage and track deliverables throughout the lifecycle of a project.

OpenText Core for Supplier Exchange

Core for Supplier Exchange simplifies, expedites, and secures the distribution, review, and approval of transmittals and contract deliverables across your extended team.

OpenText Core for Capital Projects

Core for Capital Projects enables project teams to create, manage, review and approve documentation with secure document control.

Life Sciences

OpenText Core for Regulatory Plans

Core for Regulatory Plans simplifies dossier planning with an automated content assembly that accelerates complex regulatory submissions to Health Authorities for Life Sciences companies.

OpenText Life Sciences Smart View

Life Sciences Smart View is a mobile application that uses role-based access to manage information and tasks anywhere, anytime.

What is OpenText OT2?

OpenText OT2 is the Information Management as a Service platform underpinning the Core portfolio of applications with a highly secure and highly available multi-tenant architecture.

For a deep dive into the technical fundamentals of OT2, click here.

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Explore

Want more?

OpenText free trials offer a risk-free way to test out new offerings you may be interested in, at your own pace.
If there is an application you want to trial, contact your OpenText Sales Executive to request a free evaluation.

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Onboard

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Onboard

Onboarding and getting to know the resources available to you is the first step on your journey with OpenText Core applications and will set the stage for the success of your transformation journey.

Access

Your administrator will receive several emails from OpenText with instructions for access to your new application. This will include a tenant setup email, where you will establish credentials and access all of your various subscriptions, as well as a separate subscription setup email for access to your new application. Similar emails providing access instructions will be sent to newly added administrators and end users.

These communications will direct you and your team to the resources you should leverage to successfully onboard to your new application.

Let's review those onboarding tools now.

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Core Archive for SAP Solutions

⤓ Quick Start Guide

⊡ How To Videos

⤓ Forum

⤓ Product & Installation Guides
(requires MySupport Log-in)

Core Capture

⤓ Quick Start Guide

⤓ User Guide

⊡ How To Videos

⤓ Forum

Core Capture for SAP Solutions

⤓ Quick Start Guide

⤓ Forum

Core Case Management

⤓ Quick Start Guide (Admin)

⤓ Quick Start Guide (End User)

⊡ How To Videos

⤓ Forum

Core Content

⤓ Quick Start Guide (Admin)

⤓ Quick Start Guide (End User)

⊡ How To Videos

⤓ Forum

Core Experience Insights

⊡ How To Videos

⤓ Forum

Core for BIM

⊡ How To Videos

⤓ Forum

The OpenText Community forums are a resource providing self-service help for OpenText customers, trial users, and partners. Here you can access onboarding content made by OpenText experts to gain insights from best practices, and learn tips and tricks to get started. Easily find how-to videos and quick start guides to begin or continue your journey with OpenText Core applications. If you have questions, collaborate with your peers and connect with OpenText experts to build your knowledge. Discover the OpenText Community Forums today.

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Core for Federated Compliance

⊡ Create a New Retention Policy How To

⊡ Add Retention Settings to a Document
   Type How To

⊡ Add a New Hold How To

⊥ Forum

Core for SAP Success Factors

⊥ Quick Start Guide (Admin)

⊡ How To Videos

⊥ Forum

Core for Supplier Exchange

⊡ How To Videos

⊥ Forum

Core Regulatory Plans

⊡ How To Videos

⊥ Forum

Core Share

⊥ Quick Start Guide (Admin)

⊡ How To Videos

⊥ Forum

Core Signature

⊥ Quick Start Guide

⊡ How To Videos

⊥ Forum

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Run

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Forums and Support

System Check

Running smoothly means two things; having access to all the support you require and being able to create and implement the tools and services you need.

Take a moment to familiarize yourself with the OpenText support channels and forums you may need to move your business forward.

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Customer Support

OpenText is always available to support you in this digital journey, 24×7×365. The OpenText My Support self-service portal quickly connects customers with knowledge base articles, champion toolkits and additional support resources and services.

We offer 3 ways to submit a support ticket:

| 1	2	3
Log a support ticket with MySupport	Email tickets submitted are generally responded to within 8 business hours.	Find your local number and reach out by phone. Critical incidents must be logged by phone and are responded to within 1 hour or less.

Support Program Handbook

More information on the support policies and processes to ensure you get the most out of your OpenText Core solutions can be found in the OpenText Cloud Support Program Handbook.
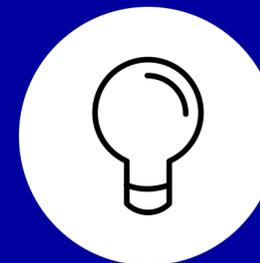
Updates

Updates may address security fixes, critical patches, general maintenance functionality, or product enhancements. If an update is made available to you as part of your OpenText Core application cloud service, it will automatically replace the previous release of the cloud service. Customers are notified about new updates in regular information bulletins and via the Customer Service Portal.
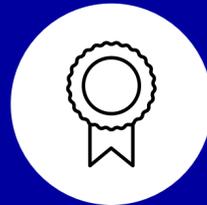
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Advanced Support Options

OpenText offers additional paid services to help you quickly and easily maximize the value of your application and address your organization's needs throughout implementation and onboarding.

Customer Success Manager

An OpenText customer success manager (CSM) offers tailored, proactive support to help ensure operational excellence and give you access to expert guidance. This diligence and personalization set the stage for a successful realization of business targets, including deployment success and solution guidance.

Please contact your OpenText Sales Executive to understand if a CSM has been assigned to your account.

Professional Services

For customers with complex requirements, OpenText has the largest pool of Information Management certified experts in the world, with market-leading experience spanning 25 years and over 40,000 engagements.

FasTrack Packaged Services

Utilize global best practices to help cost-effectively ensure the rapid implementation and success of your new solutions. These packaged offerings are especially beneficial for customers managing a large data migration on-premises to the cloud, or who need to connect their new OpenText SaaS application to an on-premises content management platform.

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Status.opentext.com: Realtime service availability updates

At OpenText, we believe success is built on trust, and trust starts with transparency. Status.opentext.com represents our commitment to providing you with full transparency around service availability and performance of your OpenText Core applications.

Please visit status.opentext.com for real-time updates.

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Service Level Agreements

Please ensure you are familiar with the following OpenText Core application Service Level Agreements (SLAs).

Incident Response

OpenText commits to not only respond to a service request promptly and regularly report on its status but to also restore service to affected users within a specific period following a service incident. Service restoration time objectives are linked to incident severity. Restoration may take the form of a root cause resolution or application of a workaround that enables users to access the system while troubleshooting, and implementation of a permanent solution continues.

Disaster Recovery

In the event OpenText declares a disaster event that impacts the delivery of the Core applications or services from the primary data center facility, OpenText will restore service in the designated alternate facility for that data center region. The target Recovery Time Objective (RTO) following an OpenText declared disaster is 72 hours and the target Recovery Point Objective (RPO) is 4 hours.

Availability

Availability of Service Level Agreements (SLAs) may vary by type of cloud service being provided; however, the following is standard guidance for application SLAs:

- OpenText shall endeavor to operate your Core services such that they are available to you for a specific amount of time each month, excluding scheduled downtime - this is the Target Service Availability.
- The Target Service Availability for Core cloud services is 99.9%.

Maintenance

Upgrade and patching of the backing data and infrastructure components of the OpenText OT2 platform occurs during a standard maintenance window every Friday 9 pm - 2 am, local data center time. During this scheduled maintenance window, the platform may be partially or completely unavailable.

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Customer Success Stories

We take pride in your success, and we love celebrating how we've tackled digital transformation together. Here are two examples of how organizations were able to rectify a challenging situation with OpenText solutions:
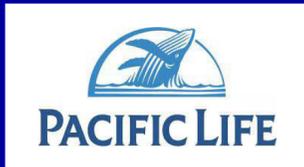
Pacific Life Insurance Company

Challenge

Enterprise content management ecosystem included duplicative technologies, failure to adapt while keeping up with regulations, and needed a coordinated approach to managing information.

Solutions

OpenText Content Suite
OpenText Core Share

"**Our vision is to deliver and support effective and efficient content management across the enterprise while allowing for business unit flexibility. With OpenText, our team works much more effectively because we have the program, services, and strategy along with the technology.**"

Riley McIntosh, Manager for Enterprise Content Management at Pacific Life

Follow this link for more information about the Pacific Life story.

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Engie Electrabel

Challenge

The requirement to improve the IT landscape by simplifying and decommissioning current solutions, and the need to reduce storage use, database overhead, and internal support.

Solutions

OpenText Core Archive for SAP Solutions

"The solution is meeting our objectives to help us lower and stabilize our operational costs [and] provide access for our customers, improving security, monitoring, and administration."

Joris Verberckmoes, Head of Delivery and Operations at Engie Electrabel

Follow this link for more information about the Engie Electrabel story.

Want to become an OpenText Voyager champion and share your story of success with our community? Learn more here.

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Your journey to the cloud begins now

Thank you for embarking on your digital transformation journey with OpenText.

We are committed to your success and hope the information captured in this guide will serve you every step of the way. OpenText is with you as you discover, onboard and run your Core applications.

Connect with us

⤓ Request a trial »

💬 Join the conversation »

🐦 Keep up to date »

→ Learn more »

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

opentext.com

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