

Livelink ECM – eDOCS™ DM

The Business Challenge

To be successful in today's competitive economic environment organizations must be able to minimize the time it takes to leverage enterprise information assets in order to streamline business-critical processes.

Yet many organizations do not have the means to access collective information quickly and effectively. According to Gartner, Inc., employees spend between 30 and 40 percent of their time creating, searching for, retrieving, repurposing and organizing documents — time wasted. In document intensive industries, this seriously impacts the decision-making process, hindering organizational agility and limiting competitive advantage.

To help speed time-to-decision, ensure document currency, and simplify access to business-critical knowledge on an enterprise basis, organizations need a system that enables them to effectively and securely manage, organize and share documents.

Document Management (DM) solutions allow organizations to reduce the time and complexity associated with storing, organizing, and locating information and to leverage an enhanced ability to generate competitive advantage from the organization's cumulative knowledge, while at the same time ensuring the security and integrity of that information. Effective solutions do so by seamlessly blending document management tools with familiar content authoring and productivity tools without requiring users to learn new ways of working. The result is increased business agility and a more productive workforce that securely manages and leverages content in context.

Livelink ECM – eDOCS DM

Livelink ECM – eDOCS DM eliminates the mounting inefficiencies caused by the inability to manage documents as well as the “islands of information” prevalent in many global organizations. It helps control document-based knowledge assets by enabling users to capture, organize, locate and share business content in a secure, integrated, and intuitive environment. From documents, e-mail, graphics, and forms to discussion threads, engineering drawings, scanned paper and electronic-based records, content is consolidated in a unified enterprise knowledge base for easy access and retrieval.

Enabling Knowledge Worker Productivity

Livelink ECM – eDOCS DM increases productivity by enabling faster access to content, providing control over multiple document versions, and enabling users to better organize documents, whether it be through the use of folder structures, tailored workspaces, or compound documents. Seamlessly integrated with standard applications used to create and capture content, Livelink ECM – eDOCS DM provides a rich user experience that minimizes the time spent learning the document management system and simplifies the ways it is used to generate business value.

Relieving Administrative Burdens

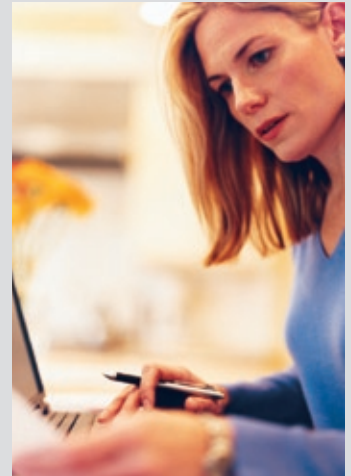
Livelink ECM – eDOCS DM features a scalable platform and distributed architecture designed to maximize system availability and performance. Content metadata is easily configured to provide contextual interfaces for the capture and retrieval of knowledge assets. Rapid system deployments are achieved without visiting workstations, and maintenance is simplified with Web and Microsoft® Windows® utilities that support centralized as well as delegated system management.

Multiple Views for Multiple Audiences

In addition to browser-based and desktop interfaces (Explorer and Microsoft® Outlook®-based interfaces) for power users, Livelink ECM – eDOCS DM provides a new, extremely intuitive environment that offers basic, information consumer level document search and retrieval functionality.

Part of a Complete and Integrated Content Management Solution

Document management is a key component of a wider enterprise content management strategy. With the Livelink ECM – eDOCS™ Suite integration as well as a range of companion solutions, Open Text allows organizations to arrange and manage all documents, regardless of type, in one repository.



“Information not properly managed and secured presents both the danger of losing or underutilizing organizational knowledge assets, as well as a potential legal risk.”

Meta Group

- **Automated E-mail Management** — Livelink ECM – eDOCS DM enables organizations to automatically organize and classify e-mail within the document repository while complying with corporate governance, privacy, and other requirements.
- **Records Management** — Livelink ECM – eDOCS DM offers a complete records management solution to address legal and regulatory issues around records, mitigate business risk and avoid the costs associated with improper record handling. It also averts the consequences that lost or invalid knowledge assets have on the long-term viability of organizational decision-making abilities.
- **Collaboration** — Livelink ECM – eDOCS provides a highly secure, web-based collaborative workspace that allows dispersed teams across and beyond the enterprise to work together more effectively and productively.
- **Document Imaging** — By transforming paper-based documents into digital knowledge assets, Livelink ECM – eDOCS DM dramatically reduces the cost of filing, storing, and retrieving paper documents.
- **Business Process Management** — Whether workflow tasks are document-centric or intensely decision-based, Livelink ECM – eDOCS significantly increases productivity by automating complex, recurring and user-driven processes while minimizing the costs of document creation, review and handling, as well as administrative tasks associated with business process management.
- **Web Publishing** — Livelink ECM – eDOCS enables organizations to rapidly leverage content from its central document repository for use on Intranets, Extranets and Web sites.
- **Engineering Document Management** — Seamless integration with AutoCAD enables organizations to work more effectively with engineering documents while strategically incorporating them into enterprise document repositories for easy organization and retrieval.

Livelink ECM – eDOCS DM Checklist

- Access information via intuitive content management interfaces for the Web, desktops, and mobile devices
- Create and manage documents via standard content authoring and productivity tools
- Easily search and retrieve information with advanced search technology, including full-text, search term highlighting, metadata, document summarization, and result clustering
- Secure content assets using a flexible model with up to nine different levels of permissions to control document access
- Generate customizable reports for analysis and auditing of content assets
- Reduce cost of ownership through central deployment and administration, including program updates
- Rapidly configurable repository for metadata capture and the creation of forms used for content profiling and searching
- Receive event notifications, such as version changes, document check-in, or workflow alerts, via SMTP messaging. Users can choose to receive notifications via e-mail, Livelink ECM – eDOCS™ IM, or on their mobile device
- Scalable architecture ensures consistent system availability



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Livelink ECM – eDOCS DM is a secure and simple system that provides the power to control information throughout global organizations, to meet competitive challenges and harvest collaborative knowledge.

Solution Highlights

For End Users

- Familiar browser and desktop interfaces — easy to learn and use
- Integration with authoring and productivity tools to easily create and leverage content
- Powerful search capabilities to quickly and easily locate information

For Administrators

- Configurable deployment packages deliver contextual content access
- Rapid deployments and automatic program updates without visiting workstations
- Simplified maintenance utilities support centralized and delegated system management

For Organizations

- Critical decisions can be made faster with better access to more reliable information
- Centralized repository minimizes IT costs, helps ensure document currency and reduces time spent looking for information
- Complete and integrated suite of enterprise content management solutions minimizes cost of ownership and maximizes the value of enterprise knowledge assets

If you're an Open Text partner or customer, visit <http://online.opentext.com> for more information about this and other Open Text solutions.

Open Text is a publicly traded company on the NASDAQ (OTEX) and the TSX (OTC).