OpenText™ Process Suite Platform

Driving Innovation and Change

OpenText Process Suite Platform is the ideal solution to build new processes and applications faster and easier, leverage investments in enterprise software and legacy systems, isolate existing IT assets, and continuously monitor the entire enterprise.

Simple, Agile, Fast

It's no longer just what you do that counts, it's how you do it – and how quickly you can modify the way you work to take on new opportunities and challenges.

For many businesses, introducing new services and new ways of working can typically take longer than the market demands, causing immense upheaval and disruption. IT infrastructure and systems in particular can be difficult and costly to re-engineer and adapt.

At the business level, operational strategies and tactics are constantly on the move in the search for optimum results, yet IT frequently struggles to keep pace.

OpenText Process Platform has the power and flexibility to digitize, automate and integrate processes across functions, systems, machines and clouds. These processes can be structured or unstructured - giving you ultimate control to optimize your business' performance and expand its reach. This innovative platform supports tight integration between content and process to connect the right person, system or thing with the content it needs at the right time.

Now, business can act on market opportunities faster and iterate as needed to ensure goals and targets can be met.

One Platform to Drive Your Business

OpenText Process Suite Platform is a unique cloud-enabled solution designed to help organizations increase responsiveness to dynamic market demands. It is a single platform that supports both traditional Business Process Management (BPM) and dynamic case management - giving businesses the flexibility to drive processes as they need.

With the OpenText platform, enterprises are able to adapt to opportunities, minimize risks, and introduce service innovations rapidly and cost-effectively:

Easily optimize and iterate – Dramatically increase the speed of change in business operations and exploit new revenue opportunities more rapidly

Simplify application development – With a new, low-code approach to building process-based applications, business can create solutions that outperform the competition and meet the ever-changing demands of today's market

BENEFITS OF OPENTEXT™ PROCESS SUITE PLATFORM

- *Integrates a single, open platform based on SOA architecture*
- *Supports traditional BPM and Dynamic Case Management in a single platform*
- *Enables true business and IT collaboration through a single workspace*
- *Supports any kind of workflow; human, document or integration-centric*
- *Includes master data lifecycle management and synchronization across multiple source systems*
- *Addresses the challenge of orchestrating services between on-premise and the cloud*
- *Uses a secure, highly available and stable architecture*
- *Delivers collaboration capabilities and OpenText™ Process Intelligence for advanced reporting and analytics*

Agile design and management – Design, execute, monitor, change, and continuously optimize critical business processes with closed-loop BPM and case management capabilities

Superior performance – Stay on top of new trends, reduce time to market, accelerate growth, and incorporate acquisitions faster

Flexible deployment - Multiple deployment options, including managed services, which can be on-premise, in the OpenText Cloud or on a private cloud, SaaS or PaaS.

Are You Ready for Today?

As organizations around the world experience massive digital disruption and automation of information tasks, they need a process platform that can direct the processes that connect various systems, structured and unstructured content and people to drive positive business outcomes.

Critical to this, is connecting processes with content to create "context rich" processes. It is no secret that processes need content and content is managed with process – whether it be a form, file, media or voice. Bringing the two together effectively and at the right time creates the context that is essential to successful decision making and driving desired business results.

Not all process management platforms can deliver the content management necessary for context-rich processes. Only through the integration of structured and unstructured content, can individuals and teams become more productive and effective within processes and across processes. Productivity is improved when it is easier to find and use enterprise content, when you can collaborate with internal and external teams, when actions on content trigger automated business processes, and when you have visibility into the effectiveness of the processes and content together.

Process Platform was built to power the digital business with advanced process management and case management capabilities and a simplified and intuitive application development platform. It features world-class Enterprise Information Management integrations with content management and experience management products with the capabilities to perform in-depth analytics and reporting to create visibility to process performance.

Simplified Application Development

Business and IT rarely speak the same language, which creates a communications gap that often results in delays during the development and deployment of business applications.

Process Platform removes this barrier and simplifies application development with entity modeling. Entity modeling is a new low-code application development approach that delivers world-class case management capabilities. It supports "information-driven design." This is an alternative approach to process-centric design, where the business user (aka subject matter expert) builds an application by starting with the information or asset that needs to be managed instead of the how the process needs to flow. Every process or case has data and assets that need to be managed. With entity modeling, the data for a case or process is implemented by creating entities. So the process doesn't go away, it is just built at a different point in the design.

Process Suite's entity modeling improves application development in two ways:

1. It brings application development closer to the subject matter expert. By enabling the subject matter expert to engage directly in the development of the application, the likelihood of communications errors, which often waste time and resources, is reduced.

2. It minimizes the need for code. Code is complex and expensive to design, create, test and maintain. When the amount of new code necessary to build an application is lowered, the costs – in both development and in cost of ownership - of that application are also reduced.

OpenText™ Process Intelligence

OpenText Process Intelligence provides analysis of process data to deliver insight and operational status information for BPM systems. Process Intelligence receives information from a business process, transforms it into useful business intelligence, and reflects it in reports with greater insight. This enables your organization to:

- Integrate key performance metrics from multiple BPM systems and easily report from a single source for improved clarity and efficiency

- Support big data initiatives by performing analysis across multiple dimensions and with large data sets.

- Use advanced data graphing and reporting to provide faster and deeper insight and contribute to improved decision making.

The reporting and analytics deliver dashboards that increase visibility into processes, enabling better measurement and ultimately, smarter business decisions. More than simply executing your process, OpenText provides complete visibility to your people and processes so you can optimize activities to meet business objectives.

Driving Enterprise Information Management Solutions

Essential to any process or case is the ability to orchestrate it across systems, machines and clouds. Process Platform delivers on this need both through new and enhanced integrations that deepen the information exchange between Process Suite and OpenText Enterprise Content Management and Customer Experience Management portfolios, as well as continued investment in the fully-integrated enterprise service bus.

Building a Business with Process Platform

OpenText Process Platform offers an integrated platform that enables the business process improvements and refinements proposed by management to be tested and deployed rapidly and cost-effectively. When changing market conditions require new ways of working, the platform ensures the achievement of business results by helping to create new scenarios, model possible new workflows, and translate business ideas into practical actions. OpenText Process Platform offers increased productivity with fewer delays and hand-offs between the proposal of new processes and the implementation and monitoring of the results. Changed workflows are easily distributed to users, and the platform interface guides them through each step.

With a more responsive workforce able to understand and use new processes more quickly, enterprises can respond dynamically to, and take advantage of, changing business conditions.

Collaboration

OpenText Process Platform provides a collaborative, web-based, model-driven environment enabling business and IT to create, deliver and deploy solutions rapidly, accurately and effectively. With application design in the hands of the business managers who create, define, modify, and use business processes, the platform creates a truly agile enterprise, able to respond to change quickly and cost-effectively.

Business orchestration

OpenText Process Platform offers an intelligent, cloud-ready deployment platform that uses BPM techniques to make the solution proactive and responsive to business needs. The BPM component allows simple, intuitive design, execution, monitoring, and improvement of business process models for closed-loop BPM. The user interface provides a non-technical bridge between the business perspective (people, responsibilities, and workflow) and IT infrastructure (applications, dependencies, and transactions).

Each IT system can be viewed as providing a service, published on the platform, and each service can be linked using the OpenText tools to create new internal and external processes and customer offerings. On this principle, the OpenText BPM component delivers a "what you model is what you execute" capability. The model is the master template that drives the process execution. Business strategy is translated into business processes and rules, which in turn govern the services required from the underlying IT systems. In this way, existing IT investments are fully leveraged and new functionality is flexibly added on top of current assets.

Single version of the truth

Ensuring everyone in an organization is working from the same source data is one of the most complex challenges, particularly when the data is sourced from legacy and departmental systems.

Process Platform contains comprehensive Master Data Management (MDM) capabilities, acting as a central repository. The platform connects to and aggregates data from multiple systems, and provides a consistent foundation for all subsequent analysis and reporting. This approach ensures that one version of the truth is used across the enterprise, reducing operational costs and delivering a complete, high-performance BPM-enabled solution.
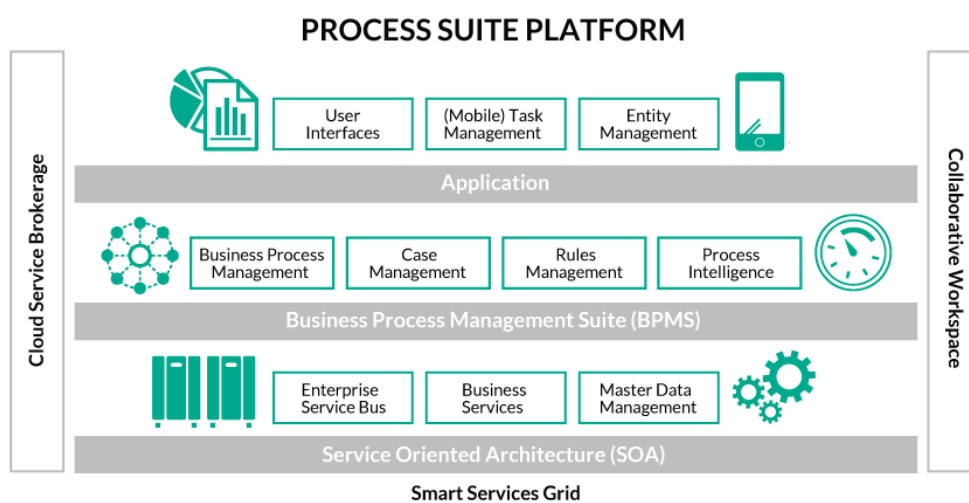
Control over the business

Process Platform presents the workflows as objects that can be manipulated. It is possible to model and execute hybrid dynamic workflows and manage non-sequential workflows from within the platform, visualizing hierarchies, work dispatches, escalations, and more.

With clear graphical insight available instantly, staff requirements can be assessed for immediate allocation of the right teams – right down to the level of individual availability through access to personal calendars.

Enterprise cloud orchestration

OpenText Process Suite Platform also offers an assembly and orchestration layer for cloud-based services and applications. This allows enterprises to connect their IT backbone with any offering in the cloud or orchestrate different online services, to fundamentally change the way of innovating the business processes and to exploit the full potential of the cloud.

The OpenText Process Platform is a powerful, unified platform delivering BPM and case management. Coupled with a business user design environment and intuitive user experience, it simplifies and speeds time to results. The expansive integration capabilities offered by the world-class enterprise service bus and deep integrations with the OpenText™ Content Suite Platform and OpenText™ Experience Suite Platform enables the development of solutions that can fully address business challenges. It gives you the control and power to support your digital transformation.

PROCESS SUITE PLATFORM

One Single Platform: OpenText Process Suite Platform is a completely integrated and open platform based on a leading-edge SOA architecture

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