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SERVICE OVERVIEW

Extended ECM for Microsoft® Office 365 FasTrak

Fast track your integration of Microsoft Office 365 (including Teams) collaboration and office automation functionality with OpenText Extended ECM or OpenText Content Suite

Extend business processes for collaboration

Manage the Microsoft Office 365 Teams lifecycle

Go live faster Rapidly integrate OpenText & Microsoft Office 365

One-team accountability: Services, Support & Engineering

Organizations are looking for solutions to enrich and simplify collaboration capabilities to improve business processes. Microsoft® Office 365 complements widely adopted OpenText Extended ECM and Content Suite platforms offering tight, productized integration to leading business applications like SAP®, SAP® SuccessFactors, Salesforce® and Microsoft Dynamics 365. Additionally, those OpenText Enterprise Content Services (ECS) platforms significantly improve information governance—content contextualization, archiving, and records management —for content (documents, emails, chat) created in the Microsoft® Office 365 platform. OpenText Professional Services offers this packaged consulting service project to fast track the implementation of this foundational integration towards achieving both of these goals.

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Case Study

OpenText Professional Services extends access to vast archives and scientific contributions for review by integrating Content Suite with Microsoft® Office 365 for European Centre for Medium-Range Weather Forecasts (ECMWF).

ECMWF

"The success we have had with our OpenText colleagues is quite impressive. The complexity is completely hidden from the users. There are lots of scripts and various things behind the scenes; but, from the user point of view, they [only] have a button to click."

Mithat Ersoy
Senior system analyst for ECMWF

Full story & video on opentext.com

The Extended ECM for Microsoft® Office 365 FasTrak project implements and deploys OpenText Extended ECM for Microsoft Office 365 to integrate OpenText Extended ECM Platform or Content Suite Platform with Microsoft® Office 365 including Outlook (email & calendaring), Microsoft Office authoring tools (i.e. Word, Excel, PowerPoint), and Microsoft Teams for collaboration. Functional outcomes include a tight integration between Microsoft® Office 365 Groups and OpenText Extended ECM Business Workspaces meaning your Teams content is automatically synchronized to the connected workspace and allowing you to capture chats, wikis and notes on retiring the Team. Additionally, Teams archiving addresses integration and collaboration into business processes managed by Extended ECM Platform, Content Suite Platform and the broader objective of information governance for Microsoft Teams.

Extend business processes for collaboration

Processes are more efficient when structured and unstructured content is shared between Office 365 and critical business applications such as SAP, Oracle, Microsoft Dynamics 365, or Salesforce. This 360-degree view of all content and information, no matter where it resides, accelerates the processes that drive business. Although configuration of integrations to other business applications is not part of the standard FasTrak scope, the project does include Office 365 enabling of a business workspace template associated with an existing business application integration. Ask your OpenText Professional Services representative for more information about addressing business application integration.

Manage Microsoft® Office 365 Teams lifecycle

Teams offers valuable collaboration capabilities on its own and particularly when aligned to structured business processes managed by ERP, CRM, and other business applications. Organizations are increasingly mindful of the necessity to manage the lifecycle of Teams content to address operational and regulatory compliance objectives. This FasTrak project implements archiving for Teams so files (managed by SharePoint) and wiki (OneNote functionality) are incrementally archived to the corresponding Business Workspace in the OpenText ECS platform. Further, OpenText functionality allows Team owners to "retire" a team, meaning the entire Team (including posts and chats) can be archived and the Team can be locked with a read-only state. Although configuration of Records Management (RM) functionality is not part of the standard FasTrak scope, the archiving function positions organizations for RM as a next-step. Ask your OpenText Professional Services representative for more information about implementing RM configurations suited to your needs.

Go live faster, rapidly integrate OpenText & Microsoft® Office 365

Leveraging our field experience and product certified experts, OpenText Professional Services will implement the integration—tailoring the functional configuration to your business needs—in as little as 5 weeks providing hypercare support to the organization's functional and technical teams for a period following deployment. The implementation and deployment of the solution can be expertly delivered 100% remotely if desired.

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Certified experts & one-team accountability: Services, Support & Engineering

As the product vendor, OpenText delivers as one team! Professional Services has unparalleled access to OpenText Customer Support, Product Engineering, and Microsoft partner liaison teams who all have mutual accountability for customer success and satisfaction. Customers benefit from this one-team accountability and innovative problem-solving commitment.

Professional Services has the world's largest pool of EIM experts who are product certified on OpenText products and solutions. They have expertise across the entire product portfolio. This brings flexibility to the resourcing process allowing OpenText to offer customers a mix of in-region and off-shore expertise aligning the OpenText teams to your preferred engagement model.

Related services

- **User Adoption and Change Management advisory services**
- **Training (instructor led via remote or in-person**, or **self-paced**)

  Course: **Extended ECM for Microsoft Office 365**

  Certification: **Extended ECM for Microsoft Office 365 Administrator Certification**
- **Learning on Demand (self-paced) training**
- **Managed Services: fully managed or assistive services**

FasTrak Service Scope

Implement OpenText integration solution for Office 365 in two (pre-production & production) environments

This FasTrak is equally suitable for OpenText Cloud and On-premises (including customer-supplied cloud) deployments

- Best practice configuration of the integration between OpenText Extended ECM Platform or OpenText Content Suite and:
  - Microsoft® Office 365 Outlook for email and calendar integration
  - Microsoft® Office 365 authoring tools (i.e. Word) for on-line editing of documents managed by OpenText Extended ECM Platform or OpenText Content Suite
  - Microsoft® Office 365 Teams to link OpenText Business Workspace containers with Team objects for improved collaboration experience, and for archiving (including final retirement of Teams) of files, wiki, and chat

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- OT Blogs about integrating OpenText and Microsoft
- OT Blogs by OpenText Professional Services
- Go live faster and extend functionality with packages
- Maximizing solution adoption
- Operate to delight with Managed Services
- Product information about Extended ECM for Microsoft Office 365 (including demo)

- Test the application, support customer acceptance, and production cut-over validation
- Brief the Customer team about the as-built system and archiving mechanisms via a knowledge transfer session
- Deliver an educational workshop to guide the customer on best practices for solution adoption strategies aligned with the deployment of this OpenText solution
- Project management accountable for successful OpenText scope of delivery and expert guidance to your Project Manager advising on the OpenText solution implementation, adoption, operation strategy and tactics

To talk to an OpenText Professional Services expert about this solution or other service offerings, please contact **ProfServices@opentext.com** or visit **www.opentext.com/services**.

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**.

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