

SERVICE OVERVIEW

# FasTrak implementation for Core Content

Quickly realize Core Content's value with OpenText's help implementing, enabling staff, and supporting go-live



**Configure the OpenText application**



**Integrate information management into processes within Salesforce**



**Enable your team through training, documentation, and briefings**



**Start realizing benefits sooner for your staff and organization**

**Maximize opportunities to benefit from your content management investment quickly with the OpenText Enhanced Integration FasTrak.**

**Enhanced Integration**



Configure the OpenText application to power employee productivity.  
Integrate information management into processes with Salesforce for seamless experience.

Through this program, a skilled OpenText expert will work directly with your team to implement OpenText™ Core Content, help mobilize staff, and go live in a matter of weeks.

Our approach is consultative, but also optimized for rapid deployment. After you select a business scenario from a catalogue of pre-built configuration accelerators, we work with you to tailor the configuration through a fit-gap consultation. We train your business administrator and brief your team for successful testing and go live. We also support you during the early days that you are live to help ensure success.

The Enhanced Integration project integrates Salesforce®, including synchronizing the systems so users can get to work!



**To realize its ECM vision, Salt River Project (SRP) worked closely with OpenText Professional Services. Design and deployment became a united effort.**

**“They’re actually a part of our team. It’s not like it’s the OpenText and SRP teams. We’re one team and it’s been a really good working relationship.”**

**“...OpenText is a real partner ... not only the knowledge of the application, ... they knew how to deliver.”**

– Vince Bocchieri, ECM program manager, SRP

[Read the success story](#)

**opentext** | Professional Services

To talk to an OpenText expert about our solutions and services, please email [ProfServices@opentext.com](mailto:ProfServices@opentext.com) or visit [opentext.com/services](https://opentext.com/services)

[opentext.com/contact](https://opentext.com/contact)

## FAQs

### What needs to be in place to ensure a successful engagement?

While OpenText will perform most of the work, a successful go-live is dependent upon the active participation of customer resources including:

- Project manager to organize customer resources.
- Business process lead(s) to review design proposals, acceptance test, etc.
- IT experts (i.e. identity management) and one staff member in the role of business administrator for the OpenText platform.
- IT experts for the business application (Salesforce) to provision OpenText access.

### What is the scope of the project?

#### Enhanced Integration



- ✓ **Configure:** Configure the OpenText application to work with your IT ecosystem (i.e. identity management)
- ✓ **Enable:** Document application and educate your business admin (eLearning + 5 days of instructor-led training)
- ✓ **Go-Live:** Ensure application meets the needs of your teams
- ✓ **Integrate:** Integrate Core Content with Salesforce including configuring workspaces, metadata, etc.
- ✓ **Sync:** Create workspaces to match leading app business objects
- ✓ **Populate:** Access your documents when and where you need them

### What if our requirements go beyond the FasTrak scope?

Many information management projects leveraging OpenText platforms can be more involved than this FasTrak. OpenText can propose a project aligned to your specific needs that will require scoping. Contact your OpenText Account Executive if you have any questions.

## 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](https://opentext.com).

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