

Smarter information management for Microsoft 365 environments

Elevate Microsoft 365 capabilities to empower teams and boost productivity



Benefits

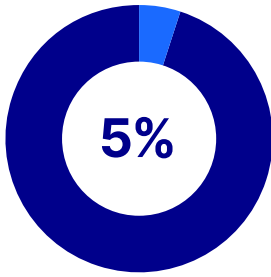
- Reduce information chaos, user confusion and content sprawl
- Break down information silos with central Business Workspaces
- Strengthen cybersecurity and control to improve governance and compliance

OpenText information management elevates Microsoft® 365 to new levels of organizational productivity and governance.

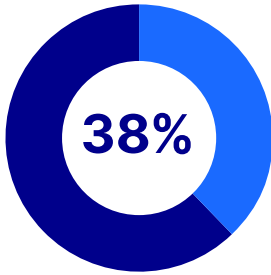
A composable, scalable platform extends basic Microsoft 365 capabilities to boost team productivity, deliver exceptional user experiences, and improve information relevance and compliance. It also enables structured, purposeful business collaboration and compliant governance across the organization.

Microsoft 365 bundles document creation, collaboration, and communication in a cloud-based subscription service. **SharePoint** is the default repository for Microsoft 365 content, with **OneDrive** and **Microsoft Teams** used for personal storage and small team collaboration and sharing. **Microsoft Purview** and **Microsoft Syntex** support data governance, including tools for managing retention schedules, legal holds, and sensitive data identification. Together, these capabilities offer basic content services for individuals and teams.

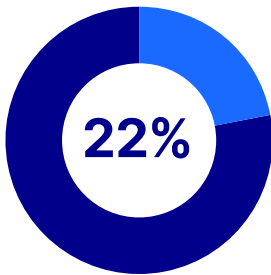
But is this enough to **power modern work?**



Workers use an average of 11 apps, which is almost double the 6 apps they used in 2019. 5% of employees report using 26 or more apps at work.¹



38% of organizations grade themselves as below average when it comes to applying governance and compliance across all content in the organization.²



Only 22% of employees feel that IT-provided technologies make it easy to do their work.³

1 Gartner® Press Release, Gartner Survey Reveals 47% of Digital Workers Struggle to Find the Information Needed to Effectively Perform Their Jobs, May 10, 2023

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2 AIIM 2023 State of the Intelligent Information Management Industry: Pivotal Moment in Information Management

3 Gartner® 3 Steps to Deliver Peak Digital Employee Experience, Tori Paulman, 18 August 2022

Challenges facing Microsoft 365 customers

Content sprawl

Multiple, overlapping sharing capabilities (OneDrive, Teams) lead to user disorientation, duplicate copies of documents and process improvisation. This inefficiency results in lost productivity, data leak risks and non-compliance. Left unchecked, content sprawl can create serious long-term cybersecurity and privacy compliance risks.

Content disconnected from process

While Microsoft 365 offers basic information classification and governance capabilities, these control mechanisms are disconnected from critical business processes and data. For companies operating in highly regulated industries or managing process-intensive tasks, complexity is the enemy. Content must be contextually integrated with business processes across the enterprise.

Complexity and loss of control

As a pervasive infrastructure service, Microsoft 365 demands careful configuration. Regulatory compliance requirements for content and key data can create management challenges for IT departments. Complexity can also lead to unforeseen cybersecurity vulnerabilities, as efforts to automate and govern information are often at odds with IT's desire to standardize and simplify Microsoft 365.

A better approach for Microsoft 365

Reduce chaos, confusion and content sprawl

The OpenText approach to maximizing the effectiveness of Microsoft 365 environments can reduce content sprawl resulting from improvised creation of various Teams, OneDrive shares and rogue SharePoint sites. OpenText is deeply embedded in the Microsoft 365 experience. Whether collaborating and creating content in Word, Excel or PowerPoint, saving email from Outlook, or sharing on Teams, OpenText gives users direct access to accurate content and the latest document version whenever and wherever they need it. By managing content chaos and preventing ungoverned content sharing, employees can be more productive knowing they're working with the most recent and relevant information.

Break down silos

Information silos prevent employees from finding the content and data they need to do their jobs. OpenText unifies free-flowing information and compliant business processes into central workspaces at the user's fingertips, setting up employees for success. Business Workspaces are at the heart of process productivity, making it simple to organize content, people and tasks related to customers, projects, cases, or other business objects. Each workspace centralizes content, workflows, metadata, role-based permissions, collaboration and governance and is available directly within the applications employees use daily. Organizations get the peace of mind that comes with controlled access, while users benefit from a consistent view of information regardless of whether they access their content through Microsoft 365 productivity apps like Teams, or within business process applications such as SAP® SuccessFactors®, Dynamics 365 or Salesforce®.

“We’ve maximized our investments in both OpenText and Microsoft 365 solutions, because the integration drives new levels of productivity and compliant governance.”

- Ryan Zilm,
Global Data Strategist



Integrated throughout Microsoft 365 productivity apps, including desktop and web:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint

Collaboration apps:

- Microsoft Outlook
- Microsoft SharePoint
- Microsoft Teams

Business Process apps:

- Microsoft Dynamics 365

Automation:

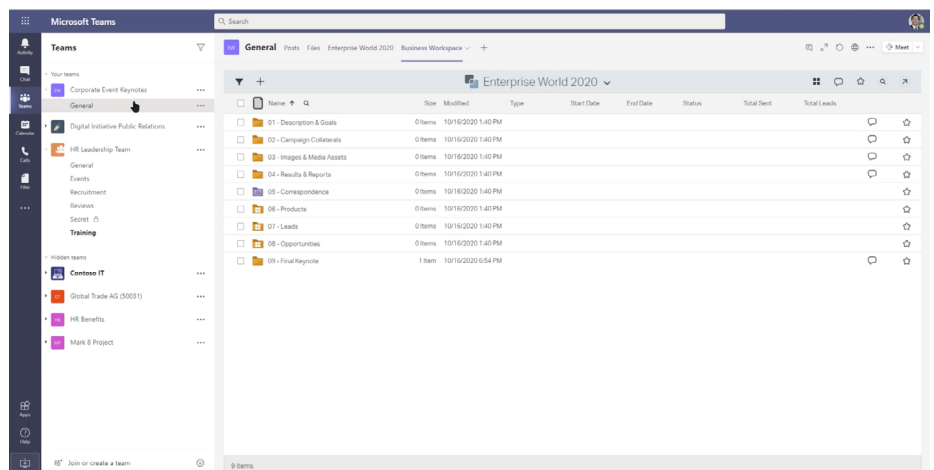
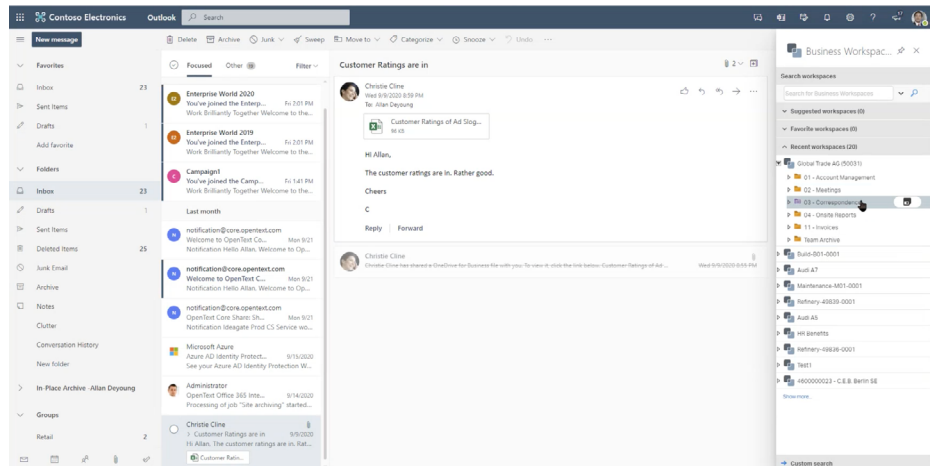
- Microsoft Power Automate

Governance:

- Microsoft Purview

Strengthen cybersecurity and control

Organizations can achieve better governance and compliance by automating the content lifecycle through digital transformation. Content is protected by proper access controls, compliant encryption and policy-based protections, such as network controls on document access or role-based safeguards. By reducing content sprawl, governance controls can achieve proper disposition of private or sensitive data and provide various other compliance protections. Through **zero trust information governance** for content and identity, organizations can minimize data leaks and protect sensitive or proprietary information.



Users need contextually-relevant and accurate information at their fingertips at all times. OpenText lets users access the information that matters to their work directly within Office 365 desktop applications.

Resources

[Discover more OpenText solutions for Microsoft ›](#)

[Blogs: Explore more ways to work smarter with OpenText and Microsoft ›](#)

[Video: Information Governance Imperatives for Microsoft Office 365 Environments ›](#)

OpenText integrations to Microsoft to power modern work

Business Workspaces offer fast access to pertinent information in a simple-to-digest view. Using pre-built templates, users can quickly organize content, data, people and tasks related to projects, cases or business activities. Business Workspaces free up IT resources to deliver business applications, connect content to enterprise applications and minimize point solutions.

Teams provisioning automatically generates Teams from each Business Workspace, integrating Teams collaboration within applications such as SAP, SuccessFactors, Dynamics 365 and Salesforce.

Teams synchronization allows Teams users to transparently collaborate on content within the “Files” tab, while OpenText provides secure and seamless governance oversight in the background.

Teams archiving keeps user collaboration safe and uncluttered at the conclusion of a project for long-term retention, recording chat history, attachments, files and other data within the Business Workspace.

Collaborative editing allows users to co-edit content in the Business Workspace without worrying about checking documents in and out, as legacy document management systems require.

Intelligent email filing for Microsoft Outlook helps users identify the right Business Workspace for long-term retention of important emails.

Microsoft Purview Information Protection encrypts sensitive content on the fly to provide strong enforcement of security clearances, protecting them against unauthorized viewing, copying or modification.

Microsoft Dynamics 365 integration connects content to business processes to streamline workflows, automatically creating metadata and delivering content to users directly within the Microsoft 365 Dynamics interface.

Power Automate integration points enable organizations to build custom workflows and process rules that allow seamless information flow between Business Workspaces and Microsoft applications.

Business Scenarios are pre-configured applications featuring the above capabilities. Designed to expedite deployment, these applications apply best practices for vertical processes in public sector, financial services, energy and life sciences or common scenarios such as cases, contracts, projects and SOPs.