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OpenText Content Management for Human Resources

Rethink employee engagement and effectively manage the new digital workforce

Benefits

- Increase HR productivity
- Speed service response
- Mitigate risk
- Enhance employee communications

Digital HR is transforming how businesses find, hire, and develop talent. Today's HR departments face the challenge of attracting top talent, nurturing potential, and retaining employees, all while supporting the company's growth plans. These objectives must be achieved within the constraints of limited budgets and ever-changing compliance rules, without compromising the quality of HR services.
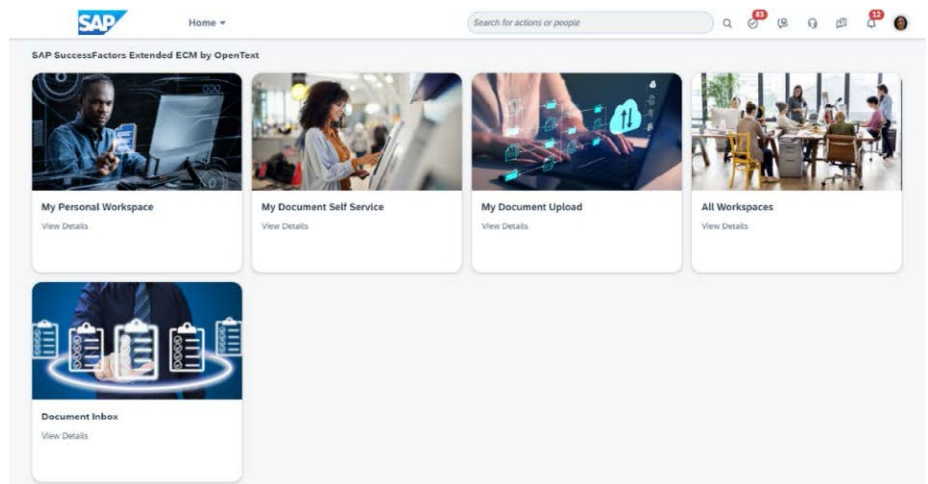
Increase productivity with employee file management

Centralized access to employee data and documents is crucial. By integrating OpenText™ Content Management for Human Resources with SAP® SuccessFactors® or other HCM applications, organizations gain a complete view of the employee file directly from the HCM user interface. This integration offers a range of benefits:

Faster service response: Reduce response times by simplifying access to employee data, improving service delivery.

- **Enhanced communication:** Improve the quality and consistency of HR communications through streamlined processes.

- **Cost efficiency:** Boost productivity with employee self-services, reducing variable costs.

- **Consolidated technology:** Cut down on fixed costs by retiring outdated HR systems.

- **Increased productivity:** Eliminate the frustration of searching for files, boosting productivity and reducing administrative costs.
- **Risk mitigation:** Enhance efficiency, reduce administrative overhead, and lower legal liability.

Unique integrated SAP SuccessFactors solution

Global support and secure cloud service

To support global business operations, this SaaS private cloud service is hosted across multiple international data centers, offering a wide range of supported languages. This ensures consistent employee support, regardless of location.

Driving end-to-end productivity

The solution integrates seamlessly with SAP SuccessFactors modules, including Recruitment, Onboarding, and Employee Central. Additionally, APIs enable integration with other HR modules, centralizing record access, reducing processing times, and ensuring compliance.

Agility and adaptability

In today's dynamic business environment, the solution supports organizations in adapting to shifts in work locations, communication methods, and document management processes. It provides centralized and secure access to employee files within SAP SuccessFactors, enhancing document accessibility and security.

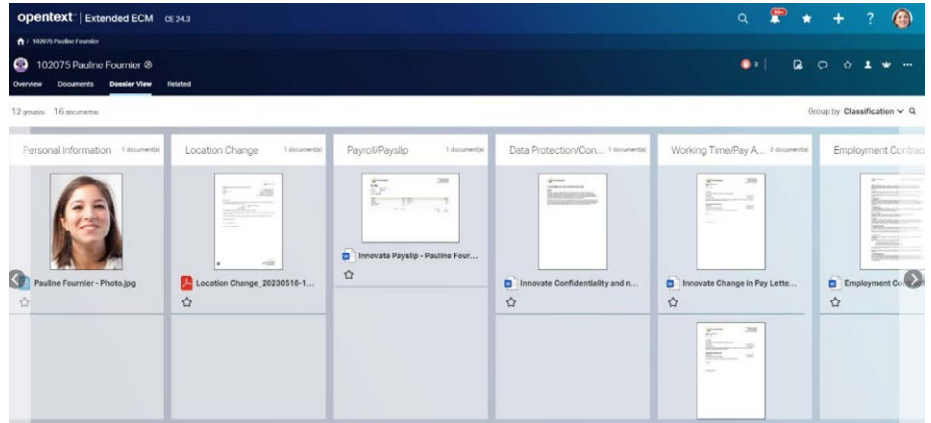## Comprehensive document management

This platform offers a robust solution for managing the entire document lifecycle, from creation to disposition. It ensures efficient and streamlined handling of employee documents, contributing to smoother HR operations.

Regulatory compliance and enhanced security

Compliance is non-negotiable when handling HR documents. The solution includes certified records management to meet global and local legal requirements, minimizing the risk of non-compliance and ensuring proper governance. Enhanced security is provided through role-based permissions, restricting document access to authorized users, safeguarding sensitive information, and protecting employee privacy.

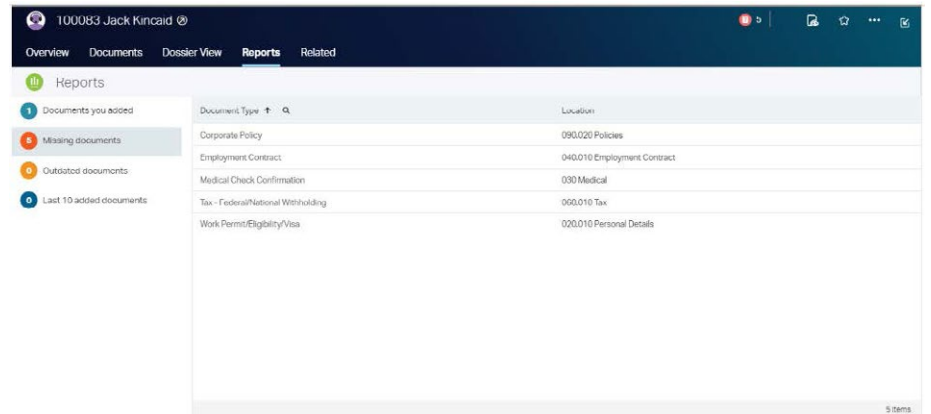## Speed service response with digital files

OpenText Content Management for Human Resources enhances HR operations by securely managing unstructured content associated with employee files. Integrated into the SAP SuccessFactors interface, it allows managers, employees, and authorized HR business partners to access content easily. HR-generated documents can be digitized, stored centrally, and linked to employee data. This reduces administrative burden, eliminates the need for paper files; and ensures secure, role-based access to all documents.

Dossier view improves employee and HR user efficiency

Mitigate risk

The solution ensures compliance by automating document tracking. A completeness check, based on HR-defined standards, identifies missing or outdated employee documents. This information is displayed on HR business partner and employee landing pages, allowing for immediate corrective action.

Secure and compliant employee file to mitigate risk

Document management tasks and workflows can be integrated into SAP SuccessFactors, automating processes from recruitment to offboarding. Secure storage and retention management are applied to all records, with automated enforcement of retention policies based on HR-defined rules. These rules can be customized by country, region, and job specifications, ensuring adherence to regional laws.

OpenText Content Management for Human Resources deployment options:

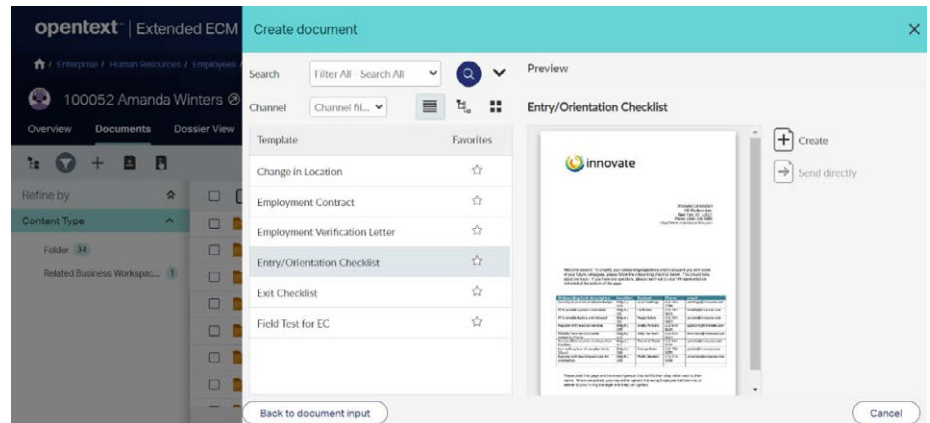**Run anywhere and scale globally in the OpenText Private cloud**

OpenText Content Management for Human Resources, runs in the OpenText Private Cloud (single-tenant SaaS) consumed as an active employee subscription. Includes a Managed Service.

Extend your team

- On-premises software or your hyperscalers cloud partner managed by your organization or OpenText

Enhance employee communications

Today's workforce spans multiple generations, each with distinct communication preferences. This solution's interactive document production feature addresses this need. Reusable templates can generate various documents, such as offer letters, employment contracts, and program communications. Integration with SAP SuccessFactors enables automated document creation when employees change roles or locations. The platform also supports AI-driven document production, which automatically detects a user's language and presents employee information in more than 100 different languages, enhancing the employee experience in global deployments.

Personalised employee communications to improve engagement

A Leading solution for HR document management

OpenText Content Management (OpenText Extended ECM) is an industry-leading enterprise content management solution, integral to HR document management. It is trusted by thousands of customers across various sectors. The platform's hybrid HR environment, which combines on-premises and cloud computing, ensures secure, compliant, and consistent information transfer between different environments. Designed specifically for SAP SuccessFactors, it offers a seamlessly integrated solution unmatched by other document management products.

Customer Success Story

International non-profit mitigates risk

A major UK-based charity with a worldwide footprint manages 12,000 employe records and 3,000 annual onboarding requests across 100 sites around the world with centralized remote access via OpenText Content Management for Human Resources.

Feature	Benefit
Core HR integration	Delivers UI, workspace, permission, business process integration with SAP SuccessFactors recruitment, onboarding Employee Central, HCM and more HR apps. Hybrid or SaaS private cloud.
Employee document management	Provides access to a single point of contact for all unstructured material pertaining to candidate, employee, and inactive employee files.
Employee communications	Delivers an omnichannel experience that is simple to use, rules-based, and linked with a digital design solution to enhance employee engagement.
Records retention management	Uses certified records management services and retention guidelines to deliver region-specific retention rules.

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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