

# OpenText Business Process Automation

Maximize efficiency and agility with streamlined, silo-free processes enabled by AI-driven integrated process automation software and content management platforms

## Benefits

- Redefine productivity with integrated document and business apps
- Drive agility with flexible, AI-assisted application-building
- Amplify performance with native process extensions
- Accelerate decisive actions with real-time, customizable insights

While improving productivity is crucial for organizations, employees still face challenges accessing data and technology needed to work efficiently. These issues often stem from siloed and manual processes. A recent Digital Friction survey<sup>1</sup> found that 98 percent of respondents cited tech issues, like lack of automation, complex workflows, and data silos, as causes of delays or missed deadlines. According to another survey<sup>2</sup>, 59 percent view business process automation as the top use case for GenAI content management for its potential to boost productivity and decision-making. Process automation software with integrated content management tackles these challenges head-on.

To minimize digital friction, organizations need process automation software that streamlines workflows across diverse data types, reduces cycle times, and integrates seamlessly with business applications including content management platforms for document-driven processes. By automating repetitive tasks and eliminating silos, process automation software enhances operational efficiency and boosts employee productivity. OpenText's business process automation solutions deliver these capabilities, powered by AI-driven low-code development to build customized applications, resulting in agile and competitive organizations.

## Redefine productivity with seamless document integration

Content fuels business processes that often span multiple applications. According to the Digital Friction survey<sup>1</sup>, 53 percent of respondents identified lack of integration with existing technology as a significant barrier to employee productivity and engagement. This disconnect leads to information silos, forcing knowledge workers to navigate several applications in search of critical data. Additionally, 54 percent of respondents reported spending more than two hours daily searching for job-critical information.

OpenText business process automation solutions address these challenges by automating processes and integrating natively with OpenText content management platforms. As a result, knowledge workers are empowered with timely and contextual information within streamlined processes. Reclaim those lost hours and redefine productivity with the OpenText advantage.

## Drive agility with AI-assisted flexible solution building options

Manual processes often hinder organizational agility, while IT bottlenecks and unintuitive low-code platforms cause delays in delivering digital solutions. By 2026, IDC expects more than 90 percent of global organizations to feel the negative impacts of the IT skills shortage, costing an estimated \$5.5T in product delays, quality problems, missed revenue goals and lost revenue.<sup>3</sup>

“The entire finance and accounts team is excited to have the [OpenText™ Process Automation] solution. The immediate advantage is that we are getting complete insight into the transactions being handled by these teams. In the dashboard, I can see all the transactions in the queue, how many are processed, how many are pending approval, how many are unprocessed, and which team is processing how many transactions.”

**Mr. Udit Pahwa**  
 Head, Information Technology  
 Huhtamaki India Ltd

[Read the case study ›](#)

In an IDC survey on GenAI trends, the most impactful GenAI use case selected by survey respondents was natural language-driven process automation.<sup>4</sup> Addressing the gap, OpenText™ Process Automation offers Developer Aviator, a feature powered by GenAI. Developer Aviator enables business users to design tailored solutions and if needed, collaborate with professional developers to scale workflow functionality or address more complex scenarios. With AI-assisted development, enterprises stay competitive in a fast-evolving market with accelerated solution delivery, reduced IT reliance, and minimized technical debt.

## Amplify performance with native process extensions

Knowledge workers frequently handle information from multiple sources, often requiring manual data entry or working with various formats. Many processes also involve obtaining signatures from external stakeholders, making secure information sharing essential. However, relying on multiple vendors for document capture, digital signatures, and information exchange can lead to fragmentation, security risks, and inefficient collaboration.

A holistic approach to process management incorporates built-in capabilities for document capture, digital signatures, robotic process automation (RPA), and secure external sharing, enabling streamlined workflows. By reducing reliance on separate point solutions and minimizing integration complexities, organizations can enhance efficiency and ensure seamless collaboration. Native process extensions from OpenText provide a unified way to manage processes end-to-end, improving operational agility and overall performance.

## Accelerate decisive actions with real-time, customizable insights

Access to real-time insights enables rapid problem diagnosis and ensures effective resource allocation. Business leaders rely on historical data and predictive analytics to make informed decisions in a competitive landscape. However, an AQPC survey reveals that fewer than 20 percent of organizations generate actionable insights from their data, and only 21 percent have enterprise-wide access to real-time internal and external data.<sup>5</sup>

OpenText enables organizations to create custom dashboards that provide real-time process insights and the ability to monitor multiple processes from a single screen, providing the insights needed for continuous process improvement. The integrated offering of OpenText Process Automation and [OpenText Intelligence](#) provides advanced analytics, empowering data-driven pragmatic decisions and rapid access to insights for agile business operations.



Overcome information overload with OpenText Content Cloud powered by GenAI.

## Resources

[Discover the secrets of successful BPA implementation ›](#)

[Elevate resilience with low-code automation in today's dynamic business environment ›](#)

[Build an app within moments ›](#)

[Empower business users with AI-assisted app development ›](#)

## Choosing the right business process automation solution

Organizations struggling with fragmented processes, manual inefficiencies, and complex workflows often face scalability and performance challenges. Business process automation software addresses these pain points by streamlining operations, enhancing collaboration, and ensuring seamless information flow.

To meet diverse operational needs, OpenText offers a comprehensive suite of automation solutions across various deployment models. With native capabilities like digital signatures, secure external sharing, document capture, RPA, AI-assisted process design for business users, and flexible deployment options, OpenText provides a comprehensive, end-to-end business process automation experience. By simplifying complexity, enhancing efficiency, and enabling seamless digital transformation, OpenText helps organizations accelerate growth and agility in an increasingly competitive world.

Product capabilities	Description
<a href="#">OpenText Process Automation</a>	Maximize efficiency with AI-powered business process automation.
<a href="#">OpenText Core Process Automation</a>	Empower knowledge workers, break down information silos, and boost agility with scalable SaaS powered process automation software.
<a href="#">OpenText Process Automation – Thrust API</a>	Enhance productivity and reduce manual effort with OpenText Cloud APIs, enabling seamless process automation tailored to your needs. Build custom applications and workflows with real-time information flows for greater efficiency and agility.
<a href="#">OpenText Intelligent document processing</a>	Maximize operational efficiency with information capture, AI, and business process automation.
<a href="#">OpenText Content Aviator</a>	Transform productivity with AI content management and an intelligent AI content assistant.

1 Foundry Research sponsored by OpenText, [MarketPulse Survey: Digital Friction](#), September 2024

2 Foundry Research sponsored by OpenText, [MarketPulse Survey: Intelligent Content](#), May 2024

3 IDC, Employee Experience, Workforce Performance, and Business Success, doc # US52776224, December 2024

4 IDC, 2024 Global GenAI Technology Trends: An In-Depth Snapshot of GenAI Technology Usage and Demand, US52224724, September 2024

5 APQC, [IT Organization Performance Practices Report: Cross-Industry](#), Jan 2024