OpenText Process Automation

Transform work with smarter, faster and compliant process automation

Benefits

- **Expedite app creation** with AI-powered low-code tools
- **Streamline processes** while meeting compliance standards
- **Digitize, connect and manage information** as a strategic asset
- **Gain real-time insights** through analytics, process monitoring and reporting

Today's customers demand dynamic digital experiences and seamless interactions. Unfortunately, introducing new products, services, channels and ways of working can typically take longer than the market is willing to wait. Infrastructure and systems can be difficult and costly to re-engineer, as IT struggles to keep pace with constantly changing operational strategies and tactics.
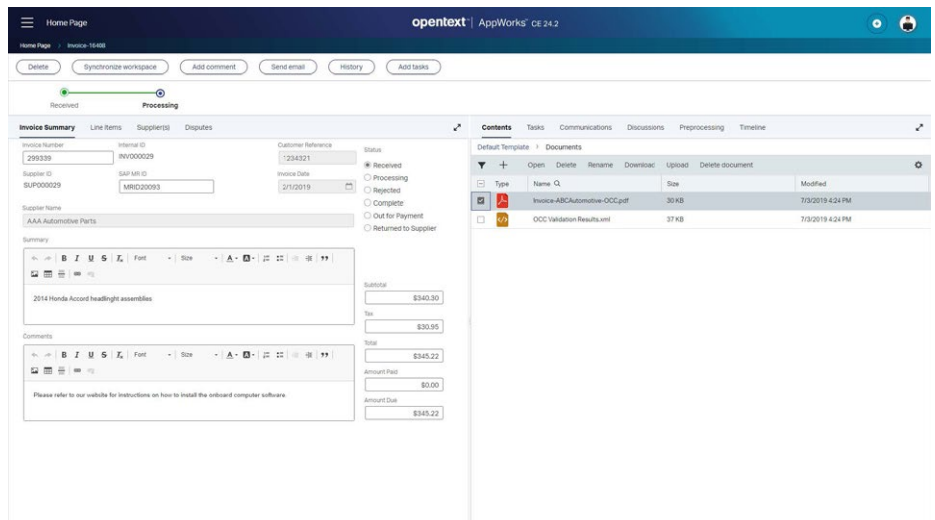
OpenText™ Process Automation provides a single platform for process automation, case management and AI-powered low-code application development. With less IT involvement, OpenText Process Automation automates complex business processes, enables better decision-making and improves customer experiences. Organizations can re-engineer processes around customer needs, deliver seamless customer experiences and adapt to changing customer expectations while improving operational efficiency and managing risk.

Expedite app creation with an AI-powered low-code tool

Delivering a dynamic, relevant customer experience begins with smart, content-rich applications designed for the way people really work. While business analysts may not know coding, they know their customers' needs better than IT.

OpenText Process Automation puts application design in the hands of the analysts who create, define, modify and understand business processes, making the enterprise more effective, efficient and agile.

Business users can quickly generate applications for simple processes using Developer Aviator, an AI-powered feature, and customize those applications using the low-code tools. To leverage Developer Aviator, users can enter a series of basic text instructions, configure pre-built templates, or import a Microsoft® Excel file of a process previously tracked by spreadsheet. Applications can also be prototyped and created quickly using visual, drag and drop modeling, pre-built building blocks and application accelerators. This ensures efficient process workflows and smart, relevant and engaging ways for users to view and use information. IT developers are freed to concentrate on more technical projects, such as custom integrations and security, resulting in faster application development at a lower cost.

Streamline invoice processing with OpenText Process Automation

This OpenText customer-centric integration will help maximize our operational efficiencies across different lines of businesses and locations, which in turn helps lower expenses and strengthens our business infrastructure.

Joseph Yew
CIO, MSIG Asia

Streamline complex, structured and unique processes while meeting compliance standards

With OpenText Process Automation, digitize, automate and integrate information and processes across people, systems, devices and machines to provide multiple options for coordinating user and system activities. These processes can be structured, unstructured or a combination of both—providing ultimate control to optimize a business's performance and expand its reach.

Standard BPMN functionality allows defining, optimizing and automating structured and repeatable business processes. Because interactions between people, process, data and content can be dynamic and unpredictable, OpenText Process Automation supports CMMN case modeling to enable user driven, ad-hoc processes through a single view of unified information.

The ability to run OpenText Process Automation on-premises, in a hybrid environment or in the cloud, offers a new level of agility that simplifies deployment and updates while providing faster access to new features and capabilities. In addition, OpenText Process Automation is FedRAMP authorized, providing government agencies with the confidence to move to the cloud.

Digitize, connect and manage information as a strategic asset

OpenText Process Automation directs and orchestrates business processes that connect various systems as well as both structured and unstructured content. Knowledge workers are able to easily find and use information because it is accessible in a way that is aligned to business needs.

In many cases, multiple enterprise systems must work in concert to orchestrate a single process. OpenText Process Automation offers connectors for common enterprise applications such as SAP®, Microsoft® and Salesforce®, as well as direct, out-of-the-box integrations to leading content services platforms including OpenText Content Management, OpenText Documentum Content Management and OpenText Core Content Management, a SaaS application. OpenText Process Automation supports other information management capabilities such as intelligent document processing (IDP) and AI-augmented capture, and has deep integrations with robotic process automation (RPA), artificial intelligence (AI), records management and information security to create end-to-end efficient, compliant processes with consistent accessible information.

Gain real-time insights through analytics, process monitoring and reporting

With evolving expectations forcing organizations to accelerate operations and improve the customer experience, complete visibility and real-time operations data are necessary to optimize activities to meet business objectives. The Process Intelligence module within OpenText Process Automation provides pre-built reports that can be customized to an organization's specific needs, eliminating the complex task of building, deploying and using a business intelligence tool.

Workers can make faster business decisions with intuitive dashboards that display exactly the data they need without waiting for IT. Being able to quickly understand what processes are not meeting SLAs, why employees are falling behind, and which customers need assistance highlights issues and allows them to focus on improving business results.

OpenText Process Automation features		
Design	Information-driven design	Empower business managers to create applications using Developer Aviator, powered by AI, and define, modify and use embedded processes.
Automate	Business process management	Define, optimize and automate well-defined, structured and repeatable business processes. Enable users to define and execute simple workflows—without assistance from IT.
	Dynamic case management	Trigger dynamic, ad-hoc processes when situations are unpredictable and knowledge workers must decide the next best action.
Manage	Business rules management	Integrate rules within business processes to standardize operational decisions and ensure consistent execution of business policies.
	Integrate process and content	Eliminate process gaps by creating solutions that leverage integrations with OpenText applications, such as OpenText Content Management, OpenText™ Documentum™ Content Management, OpenText™ Core Content Management, OpenText™ Digital Asset Management and other products in the OpenText portfolio. Integrate with leading business applications, such as SAP, Microsoft, Salesforce, Oracle® and other third-party and homegrown systems. Efficiently manage and deploy APIs, web services and mobile applications built with OpenText Process Automation.
Optimize	Process intelligence	Gain visibility into real-time operations data to optimize activities to meet business objectives.

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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