

OpenText Documentum

Manage your mission-critical documents on a scalable, secure and compliant content platform.

In highly regulated industries such as finance, insurance, energy, manufacturing, engineering, healthcare and life sciences, enterprise content management means far more than storing documents digitally. Millions of documents must be classified, the right users must reach the right content, every action must be auditable, and the content lifecycle must be governed by corporate policies.

OpenText Documentum Content Management is an advanced document and content management platform that enables high-volume, mission-critical enterprise content to be managed in a secure, scalable and auditable environment. Documentum brings document management, records management, workflow, artificial intelligence, content security, enterprise application integration and industry-focused solutions together on a single platform.

Bilgi Birikim Sistemleri (BBS) provides requirements analysis, architecture design, licensing, installation, configuration, content migration, integration, custom application development, version upgrades, training, maintenance and technical support for OpenText Documentum projects, drawing on its experience in content management, systems integration and digital automation.

What Is OpenText Documentum Content Management?

OpenText Documentum Content Management is an enterprise content management solution for capturing, indexing, classifying, storing, searching, sharing and archiving high-volume and sensitive corporate content, and disposing of it in a controlled manner when required.

Documentum is designed especially for organizations with low risk tolerance and demanding security requirements. With a centralized repository capable of managing billions of documents, high scalability, fault tolerance, content lifecycle management, audit trails and granular authorization, the platform can provide the core content infrastructure for mission-critical applications.

According to product information published by OpenText, the Documentum platform manages **more than 80 billion documents** worldwide. With the right architecture and infrastructure, the platform is

designed for high-volume workloads capable of supporting ingestion requirements of **up to 20 million objects per hour**.

This scalable architecture provides a significant advantage for organizations that must manage millions of policies, technical drawings, production records, maintenance documents, clinical-trial files, quality documents or official records.

A Powerful and Scalable Architecture for High-Volume Content

Documentum manages documents not merely as files, but together with their metadata, relationships, versions, access rights and lifecycle information.

Content can be classified through object types and metadata schemas aligned with the organization's structure and operating model. Documents can be associated with business records, projects, assets, employees, customers or production processes.

The platform's scalable content repository supports the following capabilities:

- *High-volume document and content management*
- *Document- and object-based metadata definitions*
- *Version and revision control*
- *Document relationships and virtual document structures*
- *Multilingual content and user support*
- *Advanced search and filtering*
- *Content lifecycle management*
- *Support for large files and complex documents*
- *Distributed and global user environments*
- *High availability and fault tolerance*

Documentum's flexible data model allows the content structure to expand as organizational needs change. The platform can therefore evolve from a departmental document archive into a shared foundation for enterprise-wide content applications.

Security, Records Management and Information Governance

Access control, content integrity and auditability are fundamental requirements for mission-critical documents. OpenText Documentum applies security and information governance across the entire content lifecycle.

Users' rights to view, edit, delete, share and create versions can be managed in detail. Access policies can be applied at the level of a user, group, role, document type or individual content object.

Documentum's information governance capabilities include:

- *Role- and policy-based access control*
- *Content governance supporting a Zero Trust approach*
- *Content and communications encryption options*
- *Document and records lifecycle management*
- *Retention and disposal policies*
- *Legal hold processes*
- *Immutable audit trails*
- *Content access and transaction history*
- *Policy management at enterprise and business-unit levels*
- *Support for regulatory compliance and audit processes*

Organizations can trace who created, viewed or modified a document. When retention periods expire, content can be archived according to corporate policy or disposed of after a controlled approval process.

These capabilities support organizations' content management responsibilities under Türkiye's Personal Data Protection Law (KVKK) and sector-specific regulations. Compliance, however, cannot be achieved through product installation alone; content policies, authorization models and operational procedures should be designed together with the organization's legal and compliance teams.

AI-Powered Search and Content Assistant

Documentum, supported by OpenText Content Aviator, helps users interact with enterprise content more naturally and efficiently.

Users can search authorized documents in natural language, generate summaries of lengthy documents, locate specific information and clauses, or translate content into other languages.

The AI-powered content assistant can be used in scenarios such as:

- *Summarizing important clauses in lengthy contracts*
- *Finding critical information in technical documents*
- *Evaluating multiple documents together*
- *Researching information on quality and production records*
- *Locating relevant content in clinical-trial documents*
- *Comparing procedure and policy documents*

- *Translating document content into other languages*
- *Discovering relevant content in response to a user's question*

Because the content assistant works with existing document permissions, AI can be positioned in alignment with enterprise security policies.

AI-Powered Workflows and Process Automation

Documentum brings content and business processes together on the same platform. Processes such as document review, approval, publication, quality control, technical change, contract assessment and record closure can be automated.

The platform's AI-powered workflow analytics can evaluate content at process steps, extract important data and provide decision-makers with real-time summaries or reports.

Tasks can be routed to users or roles, processing times can be monitored, and delay notifications can be generated. Relevant documents, metadata and transaction history are presented in process context to support faster, more consistent decisions.

Documentum's agile process-automation capabilities combine traditional business process management with enterprise content, helping define which user should act, when and with what information.

Integration with Enterprise Applications

Documentum integrates with enterprise applications such as SAP, Microsoft 365 and Salesforce so that content and transaction data can be used together.

Through integration, users can reach relevant documents without leaving the applications in which they work. For example:

- *SAP users can view documents linked to procurement, maintenance or production records.*
- *Salesforce users can access customer contracts and correspondence.*
- *Microsoft 365 users can create, edit and manage enterprise content.*
- *Technical documents from engineering applications can be stored centrally in Documentum.*
- *Custom applications can use Documentum content services.*

Using flexible developer tools, APIs and software development kits, Documentum can be integrated with existing business applications and tailored user experiences can be created.

Personalized and Mobile-Ready User Experience

Documentum's responsive user interface enables secure access to content from different devices.

Interfaces can be personalized by role, department or business process.

Showing users only the content, searches and action options required for their responsibilities can shorten the learning curve and improve adoption.

In mobile and remote-work scenarios, employees can access documents, complete tasks and participate in content-driven workflows within the limits of their authorization.

Cloud, Private Cloud and On-Premises Deployment Options

OpenText Documentum can be deployed in different architectures according to the organization's security, performance, data-sovereignty and regulatory requirements.

In addition to on-premises infrastructure, private-cloud and managed-service options can be considered. Cloud-native architecture helps scale high-volume content systems and establish standardized operating models.

Cloud migration does not have to take place in a single phase. A hybrid roadmap can protect existing Documentum investments, modernize older versions and move suitable workloads to the cloud progressively.

Industry-Specific Documentum Solutions

Documentum provides ready-to-use capabilities and industry solutions, particularly for regulated and document-intensive sectors.

Engineering and Asset Management

Technical drawings, engineering documents, maintenance records, equipment information and project files can be managed throughout the asset lifecycle. Tracking document changes and approvals can improve collaboration among engineering teams.

Life Sciences

OpenText Documentum Content Management for Life Sciences helps life-sciences organizations manage regulated content within GxP environments.

Electronic trial master files for clinical studies, regulatory-submission documents, and quality and manufacturing records can be managed through controlled processes. Audit trails, automated quality checks, document controls and access policies help create audit-ready content environments.

Energy, Manufacturing and Heavy Industry

Documents related to facilities, assets, maintenance activities and production processes can be managed centrally. Easier access to current technical information can reduce the risk of acting on outdated or incorrect documents.

Public Sector and Finance

Application, review, objection, contract and customer documents can be managed through secure, auditable workflows. Metadata-based search and comprehensive audit trails can help accelerate service processes and meet compliance requirements.

BBS Content Management Services

BBS approaches Documentum engagements not merely as software installations, but as holistic transformation projects covering content, processes, infrastructure, security and integration.

Analysis and Architecture Design

Existing content sources, document volume, user numbers, annual growth, processes, integrations and regulatory requirements are analyzed. The content model, system topology, authorization structure, retention policies and capacity requirements are defined.

Licensing and Capacity Planning

Documentum components and a licensing model are selected according to the use cases. Server, database, storage, network and redundancy requirements are planned.

Installation and Configuration

Documentum repositories, user interfaces, document types, metadata models, user and group structures, security policies and workflows are configured. Development, test and production environments are prepared within a controlled architecture.

Content and Data Migration

Content held in legacy document management systems or file servers is analyzed. Documents, versions, metadata, relationships and permissions are transformed for the target Documentum structure.

Pilot migration, data reconciliation, performance testing, error management and rollback plans make the content migration traceable and verifiable.

Integration and Custom Application Development

Documentum is integrated with SAP, Microsoft 365, Salesforce, enterprise portals, mobile applications and customer-specific software. Search interfaces, document management applications and workflows can be developed around the organization's processes.

Version Upgrades and Modernization

Existing Documentum environments are assessed for version status, security, performance and supportability. Version upgrades, client modernization and cloud-migration projects are executed through a controlled roadmap.

Health Checks, Performance and Technical Support

System services, logs, repositories, databases, search, storage and integration components are examined. Performance issues and configuration risks are reported with recommendations for improvement.

In addition to administrator and end-user training, BBS can provide periodic maintenance, updates, troubleshooting, monitoring and technical support.

OpenText Documentum Global Success Stories

Customer stories published by OpenText demonstrate the value Documentum can create in high-volume, mission-critical environments:

- ✚ **Saipem** moved its Documentum environment to clouds and **reduced costs by 30%**. The platform was integrated with SAP, Microsoft, Salesforce and quality-management applications.
- ✚ **Air France-KLM** centralized technical and maintenance content, enabling employees to reach the information they need within seconds.
- ✚ **REPCO NEX Industrial** achieved an average **30% productivity improvement** through standardized asset-information-management processes, reaching **60%** in some departments.
- ✚ **Linde** scaled its global content environment, which receives millions of new documents each year, with Documentum and without performance issues.
- ✚ **Kuntien Tiera** used the Documentum platform to support round-the-clock protection of its customers' sensitive information.

Relevant BBS References and Project Experience

BBS's Digital Automation reference portfolio includes **AgeSA, Aksigorta, Aktif Bank, Allianz Sigorta, AXA Sigorta, Bupa Acıbadem Sigorta, Gulf Sigorta, Türkiye Sigorta, Zurich Sigorta, Garanti Bankası, ICBC, Şekerbank, Kalkınma Yatırım Bankası, Kredi Kayıt Bürosu, Enerjisa, CK Enerji, CarrefourSA, Beymen, Teknosa, Tekfen Holding, TÜVTÜRK, TOGG and Volkswagen Doğuş Finans**. This portfolio reflects BBS's broad experience in digital automation and enterprise content management.

Why BBS?

- **Experience since 1992:** BBS brings together software, infrastructure, security and integration expertise in content management projects.
- **High-volume migration experience:** BBS applies a controlled project approach to migrating millions of documents and complex metadata structures.
- **End-to-end service:** Analysis, licensing, installation, migration, integration, training, maintenance and technical support are provided through a single point of contact.
- **Custom application development:** BBS can extend Documentum with user interfaces, workflows and services aligned with the organization's business processes.
- **Combined infrastructure and software expertise:** Server, storage, database, network, security and application requirements can be evaluated together.
- **Security and governance focus:** Authorization, records management, audit, redundancy and business continuity are treated as integral parts of the solution design.
- **Sustainable support model:** After project completion, BBS continues to support the organization through maintenance, version upgrades, performance improvements and consulting services.
- **Organization-specific solution approach:** Instead of standardized, one-size-fits-all projects, BBS creates an architecture suited to the organization's content volume, processes and risk profile.

Take Control of Your High-Volume Content

OpenText Documentum provides a powerful platform for organizations seeking to manage large content volumes securely, accelerate access to information, support regulatory compliance and automate mission-critical document processes.

BBS experts can analyze your existing content infrastructure, performance requirements, integration points and transformation objectives to define the right Documentum architecture and migration roadmap for your organization.

Contact BBS to manage your mission-critical content on a secure, scalable and future-ready platform.