

OpenText Content Management

Centralize scattered enterprise content, accelerate access to information, and transform your documents into secure business processes

OpenText Content Management is an AI-powered enterprise content management platform that manages corporate content in a centralized, secure, scalable and auditable environment. Formerly known as Extended ECM, the solution integrates content management with business applications such as SAP, Microsoft 365, Salesforce, SAP SuccessFactors and Guidewire, enabling employees to reach the documents they need without leaving the application in which they work.

Bilgi Birikim Sistemleri (BBS) provides analysis, solution architecture, licensing, installation, configuration, integration, content and data migration, application development, version upgrades, training, maintenance and technical support for OpenText Content Management projects, drawing on its experience in enterprise content management and digital automation.

What Is OpenText Content Management?

OpenText Content Management is an enterprise content services platform that manages the complete content lifecycle—from the creation and classification of documents and other enterprise content to processing, sharing, storage and archiving.

The solution brings document management, version control, access authorization, business workspaces, records management, audit trails, legal retention, workflow automation and enterprise application integrations together on one platform. Content becomes a direct component of business processes rather than a separate archive that users must access independently.

For example, an SAP user can access documents linked to a purchase order or invoice from the SAP interface; a Salesforce user can reach customer contracts and correspondence from the CRM application; and a Microsoft 365 user can access relevant enterprise content from familiar productivity tools.

This approach reduces application switching, helps eliminate content silos and gives employees access to the information they need within the correct business context.

Core Capabilities

Centralized Document and Content Management

OpenText Content Management captures, classifies and manages different file types in a centralized environment. Documents can be organized through folders, categories, document types and metadata models designed around organizational requirements.

Version control provides access to the current document while retaining earlier versions. Editing, annotation, redaction, publication and document-linking activities can be performed in a controlled manner.

Contextual Content Management with Business Workspaces

OpenText Business Workspaces brings content, data, users and tasks associated with a specific customer, project, contract, case, employee, asset or business objective together in a single workspace.

Preconfigured templates enable new workspaces to be created quickly. Instead of searching traditional folder structures, users reach content organized around the context of the work they are performing.

A project workspace can manage technical drawings, contracts, meeting minutes and tasks together, while a customer workspace can combine proposals, orders, invoices and correspondence.

Enterprise Application Integrations

One of the most important capabilities of OpenText Content Management is connecting content to the organization's core business applications. The solution integrates with platforms such as **SAP, SAP S/4HANA, SAP SuccessFactors, Salesforce, Microsoft 365 and Guidewire.**

With these integrations, users can:

- Access content without leaving the business application they use.
- Link new documents directly to the relevant customer, project or business record.
- Reduce uncontrolled copies of the same document across different systems.
- Manage the content lifecycle together with data from business applications.
- Automate document-based approval and control processes.



Integrating content with business applications improves the user experience while supporting a more controlled architecture for integration and data governance.

Workflow and Process Automation

The platform's configurable workflow capabilities help automate processes such as document review, approval, publication, contract control, file completion and record closure.

Tasks can be routed to users or roles, processing times can be monitored, and delay notifications can be generated. This reduces manual email traffic and processes dependent on individual follow-up, creating more standardized, measurable and auditable operations.

Information Governance and Records Management

Storing documents is not enough; organizations must also define how long content will be retained, who can access it and what action will be taken at the end of their lifecycle.

OpenText Content Management supports controlled enterprise content through access permissions, legal retention, audit trails, records management and information security policies. Role- and permission-based access restricts sensitive content to relevant users.

Content subjects to legal hold can be protected against modification or deletion. User activities can be recorded to provide evidence for audits, reviews and compliance initiatives.

Document Generation and Secure Sharing

Smart templates and metadata from business applications can automate the generation of high-volume and complex documents. Contracts, proposals, customer correspondence and standard forms can be produced in accordance with corporate templates.

Digital signatures, secure sharing and external collaboration capabilities help organizations share content with customers, suppliers and business partners while preserving security policies.

AI-Powered Content Management with OpenText Content Aviator

When used with OpenText Content Aviator, OpenText Content Management can improve how organizations access information and generate value from content.

The AI-powered content assistant helps users search authorized documents in natural language, create document summaries, find important information and translate content into different languages.

Instead of manually reviewing an entire lengthy contract, users can ask questions about specific clauses, search for critical information in project documents or summarize information across multiple documents.

Because AI access can follow existing content permissions, results can be generated only from information the user is authorized to view. This approach helps align generative AI use with enterprise security and governance principles.

Flexible Deployment and Operating Options

OpenText Content Management can be deployed through different models according to organizational security, performance, regulatory and data-sovereignty requirements.

On-premises infrastructure, private cloud and managed service options can be considered. For public-cloud requirements, a roadmap can be developed with OpenText Core Content Management and cloud-based content services.

Organizations can protect existing investments, modernize content systems gradually and move appropriate workloads to the cloud. Cloud infrastructures such as AWS, Microsoft Azure and Google Cloud can also be evaluated according to architectural preferences.

Where Can It Be Used?

OpenText Content Management supports a broad range of use cases across industries and business functions:

- *Contract and legal document management*
- *Linking SAP transactions and documents*
- *Procurement, order, invoice and supplier documents*
- *Human resources personnel files*
- *Insurance policies and claims documents*
- *Management of customer and sales documents with Salesforce*
- *Technical drawings and engineering documents*
- *Project and asset lifecycle documents*
- *Quality management and controlled documents*
- *Public records and official correspondence*
- *Policy, procedure and instruction management*
- *Digitization of physical documents*
- *Archiving, retention and legal disposal processes*
- *Secure document sharing with external parties*



The platform can be configured around organizational requirements in content-intensive industries such as finance, insurance, energy, manufacturing, construction, retail, healthcare, public services and professional services.

BBS Content Management Services

BBS treats OpenText Content Management projects not merely as product installations, but as holistic transformation initiatives covering business processes, content sources, integration needs, security policies and growth objectives.

Requirements Analysis and Solution Architecture

Existing content sources, document types, content volume, annual growth, user profiles, access policies, integration points and compliance requirements are analyzed.

Based on this analysis, the content classification model, metadata structure, business workspaces, authorization approach, retention policies, system topology and integration architecture are designed.

Licensing and Capacity Planning

Appropriate product components and licensing options are determined by evaluating the number of users, content volume, integration scope, AI requirements and deployment model.

Capacity planning covers server, database, storage, network and redundancy requirements. A sustainable investment model is created with total cost of ownership and growth expectations in mind.

Installation and Configuration

The OpenText Content Management environment is installed; content repositories are prepared; users and groups are defined; document types are created; business workspaces are configured; and security policies are implemented.

Development, test, acceptance and production environments are separated; controlled production deployment and operating standards are established.

Content and Document Migration

Content in legacy document management systems, file servers and separate archives is analyzed. Documents, folders, versions, metadata, relationships and access information are transformed into fitting the target structure.

Data-quality checks identify duplicate, missing or incorrect content before migration. Pilot migration,

performance testing, reconciliation, error management and rollback scenarios keep the process controlled and verifiable.

Integration and Custom Application Development

BBS can integrate OpenText Content Management with SAP, Microsoft 365, Salesforce and other enterprise systems. Custom business applications, portals, mobile solutions and content services can also be developed.

API-based integrations can enable documents to be searched, viewed, added to the system and linked to business records.

OpenText Global Success Stories

Customer stories published by OpenText demonstrate the value the solution can create across different industries:

- ✚ **Dairy Farmers of America** consolidated separate paper archives and file shares on a centralized, secure digital content platform.
- ✚ **Widewaters Group** cited Microsoft 365 integration and the ability to integrate with an ERP system in the future among its selection criteria.
- ✚ **Western Midstream** developed smarter document processes to support secure and sustainable energy operations.
- ✚ **Warba Bank** strengthened customer service and regulatory compliance capabilities through its content management transformation.
- ✚ **And many more...**

Turning Enterprise Content into Trusted Information

OpenText Content Management centralizes scattered content, gives employees access to the information they need in the correct business context, and enables documents to be used through secure, traceable processes.

BBS experts can analyze your existing content infrastructure, integration needs and business objectives to define the right OpenText Content Management architecture, migration roadmap and application model for your organization.

Manage your enterprise content, eliminate information silos and deliver the right content to employees at the right time. Contact BBS for OpenText Content Management solutions.