

## Professional Services Program (ECM & Automation)

### Overview

CSS Professional Services team acquired more than 20 years of experience delivering Enterprise Content Management related services. Certified consultants provide customers best-of-breed services geared towards business automation and content archiving.

### Key Benefits

- ✓ CSS has excellent knowledge on a wide range of business and industry processes delivering solutions based on OpenText products including add-on services such as customized features and integrations.
- ✓ CSS provides flexible and tailored engagement model to implement OpenText solutions. The model allows utilizing the team onsite or remotely with the benefit of alleviating engagement logistics and providing competitive consultation rates.
- ✓ CSS supports the lifecycle of solution implementation using common methodologies and utilizing industry best practices whether they relate to usability or infrastructure. CSS engages in Analysis, Design, Testing, Training and post-implementation support and maintenance services.

## What solutions are covered in the program?

<b><i>The eDOCS Family</i></b>	
	<b>Description</b>
OpenText eDOCS Document Management	DM Extensions, MS Office Integration, AutoCAD Integration, InfoCenter, Directory Services, DM Workflow
OpenText eDOCS Records Management	File Plan, File Parts, Records Business Rules, Transfer, Movement, Cutoff/Rollover, Dispositions, Security, Storage Management
OpenText eDOCS Email Filing	Email Filing Client, Email Filing Assistant, Quick File, File to eDOCS DM, Subject Filing/Tags, Mark eMails, Subscriptions
OpenText eDOCS Defense	Document encryption at Rest, Activity Monitoring
OpenText Image Crawler for eDOCS	OCR documents in background
eDOCS DM SDK	DM Extensions API, DM API, Rest-API
<b><i>The ECM Family</i></b>	
OpenText Content Server (including core installation and configuration components)	Solutions components such as Document Management, Workflow, Collaboration, Enterprise Connect, Enterprise Scan, Directory Services, Archive Server, etc...
OpenText Records Management (including Physical Objects)	Retention and Disposition, Physical and Electronic Records, Classification, Hold Maintenance, Circulation, Delete Workflow, Auditing, Version Control, etc...
OpenText Extended ECM for SAP	Business Objects Workspace, RM and Content Archiving, Roles, UI Widgets, Business References, WebReports, Workflow Extensions, etc...
OpenText Extended ECM for Microsoft	Extended Workspaces, Archiving for SharePoint, SharePoint UI, Outlook Integration, Office 365, RM for SharePoint Content
OpenText Extended ECM for Engineering	Workspaces for Engineering, Transmittal Management, Controlled Revision Tracking, CAD Integration, Drawing Management, Automatic Document Numbering, etc...

OpenText Add-on Modules and Other Solutions	Optional Content Server modules such as Electronic Signature, Advanced Workflows, Communities, etc...
OpenText Correspondence Management (SmartWork)	Infinite routing, circulation, routing rules, security rules, content archiving and taxonomy, reports, correspondence labeling, etc...
OpenText Content Server SDK	Development of custom modules including Workflow Callbacks, Agents, Menu Command, Request Handlers, Custom Objects, JAVA Objects, OpenText Web Services (JAVA and .NET) including Admin Services, DM Services, Core Services, Member Services, Workflow Services, Search Services, Collaboration Services and Records Management Services, Content Server REST API