

# Content Manager Select Software as a Service

## Frequently Asked Questions

Q3 FY2021

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This document aims to provide answers to commonly asked questions regarding the FY21 release of the OpenText™ Content Manager Select Software as a Service offering.

### Section 1. Offering Overview

#### What is Content Manager Select Software as a Service?

[Content Manager Select Software as a Service](#) (Content Manager Select SaaS) is OpenText's new content management offering for existing and new customers. This is a globally available, one-stop SaaS-based Enterprise Content Management solution.

Fundamentally, the solution is a combination of the Content Manager Select product and an underlying cloud-based managed environment (SaaS). It provides a best-of-both solution for customers who are looking for robust, secure content management, while also seeking the benefits of using the cloud to host their core applications

#### Why is this product release important?

This product release represents ongoing, incremental investment in Content Manager from OpenText. Moving towards a cloud-based model is a natural product progression that responds to prevailing market demand, and forms an important element of the wider Content Manager strategy at OpenText.

OpenText is investing in the Cloud from a product roadmap perspective, which we believe benefits all customers, prospects and partners.

#### What are the key benefits of this offering?

For our customers, what really matters is the value of business data. Many organizations are looking to focus on their core operations, not on the mechanics of managing them. Content Manager Select Software as a Service removes the hassle of managing the environment, and instead focuses on delivering value. The offering provides these key benefits:

- **Trusted.** Content Manager Select Software as a Service shares as its foundation the proven, trusted Content Manager technology, in use at thousands of organizations worldwide, supporting nearly 2 million users.
- **Efficient.** Say goodbye to unwelcome, time-consuming product upgrades and testing cycles. Your environment receives the latest releases as part of the service. Leave that to us.
- **Scalable.** Content Manager Select Software as a Service offers a range of options that fit the breadth of customer types that we support, from organizations with a more modest scale, to the very largest, most highly regulated.
- **Flexible.** Paying for what you use, as you use it, is the preferred ownership model for many in the industry, and our flexible commercial arrangement enables you to manage IT as a simple, predictable operating expense, not a time-consuming, sporadic capital expense exercise.
- **Secure.** With ISO27001 certification, reliability and availability guarantees, a move to Content Manager Select Software as a Service means your critical data is in the safest hands.
- **Simple.** Establishing, managing and administering your own ECM takes time and effort. Content Manager Select Software as a Service includes ongoing instance administration to remove unwanted effort from your teams.

#### What additional resources are available?

- The Content Manager Select Software as a Service [brochure](#) outlines this offering.
- An OpenText blog covers the product release in more detail, [here](#).
- The new product is referred to on the Content Manager [web page](#)
- OpenText issued a press release regarding this product announcement and supporting partnership details [here](#).
- OpenText provided a press interview—published [here](#).

## FAQ

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- The [Content Manager Select brochure](#) and the [Content Manager Advantage brochure](#) reflect the new offering.
- An outline of the value and benefit of this release is provided by Micro Focus, [here](#).

## Section 2. Licensing Details

### What are my options?

Content Manager Select Software as a Service is available as a tailored offering, reflecting varying levels of customer requirement. They all pre-require Content Manager Select to be included in the quote alongside the SaaS level.

Content Manager Select SaaS is available in three variants, representing different levels of service provision—Gold, Platinum and Titanium, which denote varying levels of provision in terms of supported users and service level commitments on response and uptime.

- **Gold Edition.** Includes 1,000 users, 99.9% availability and <24 hours recovery SLA. Suitable for small and medium sized enterprise (SME) customers.
- **Platinum Edition.** Includes 3,000 users, 99.95% availability and <4 hours recovery SLA. Suitable for most organizations.
- **Titanium Edition.** Includes 3,000 users, 99.95% availability and <15 minutes recovery SLA. Suitable for highly regulated organizations.

Additional user capacity and storage is available. Data requirements and user size will be required to construct the correct commercial proposal. Please contact your sales leader or product management for the full breakdown of SKUs.

All editions include the following:

- Initial Content Manager Select Application Setup
- Platform and Application upgrades, updates and patches
- Ongoing Platform and Application maintenance, monitoring and configuration

### How do we control usage boundaries (number of users)?

We have usage levels at the 1,000 or 3,000-user level. If the limit is exceeded, the user will be notified and should contact their supplier and arrange further licenses. This usage monitoring process is the same as Content Manager Select.

### When is the product available?

From May 2021, the Products are available to order. Please contact your OpenText or OpenText partner representative if you wish to discuss further.

### What is the payment schedule for the SaaS offering?

The offering comes in the form of an annual subscription model.

### What is the underlying cloud platform?

The cloud environment used as the basis for Content Manager Select SaaS is an Azure-based cloud environment. OpenText partner Citadel provides and maintains the [platform](#).

### How do existing customers migrate, and does it affect their support arrangement?

Current Content Manager customers can move easily to the new SaaS offering—and this will not affect their support or change our responsibilities to support them. Support is also included in the Content Manager Select SaaS subscription.

### What if I want to continue working with my preferred partner of choice?

To allow customers to continue working with their preferred partner, OpenText offers a Platform as a Service option that enables the partner to continue to assume responsibility for the “service”, while the platform and product remain the same as the SaaS offering.

### How are support calls managed?

With this solution, should the customer need to place a support call, OpenText would be first point of contact.

## Section 3. Security and Logistics

### How does the offering ensure the security of customer data?

- Customers each receive an independent instance of Content Manager. Nothing is shared between customers.
- The platform is end-to-end ISO 27001 certified. Security audits take place on a quarterly basis to ensure continuous security improvement and maintenance of the ISO 27001 certification.
- Content Manager has been tested against the Open Web Application Security Project (OWASP) Penetration Testing Framework, and hardened with industry best practices, to provide a defense-in-depth security model.

- CM Select SaaS also adheres to the Australian Government Information Security Management (ISM) guidelines by ensuring all security events are forwarded to a secure centralized logging facility. System and network logs are ingested into a Security Information and Event Management (SIEM) system where security events are aggregated and analyzed by a Security Operations Team to detect potential cyber threats.
- The offering runs on the Microsoft Azure cloud platform, which holds a number of different international and national certifications with independent auditing including ISO 27001. The Australian Central Region of Azure has also passed the Australian Signals Directorate Information Security Registered Assessors Program (IRAP) assessment.
- Security awareness training for standard users occurs periodically and targeted awareness training for system administrators occurs before access is granted. Security policies focus on the handling of customer data and cover the full information lifecycle for data at rest, in transit and in use.
- Strict policies enable key management and authentication secrets, using the Azure Key Vault.
- All data is encrypted at rest using cryptographic algorithms and protocols meeting the Australian ISM Cryptography guidelines. Bitlocker technology is used for directly mounted storage drives and uses Advanced Encryption Standard 256 (AES-256). Azure Storage Service Encryption is also part of the solution and uses AES-256.
- Azure Network Security Groups (NSGs) are used as firewalls in the environment where logs and alerts are forwarded to the SIEM platform to effectively monitor network activity and track potential cyber threats.
- Advanced Intelligence (AI) powered endpoint protection and malware is used to protect the solution. The servers are protected via this mechanism and any anomalies are automatically quarantined and alerted to the Security Operations Team.
- Customers are completely isolated from each other via Azure Resource Groups. This means customers are unable to access data from any other customer.
- The platform is Victorian Electronic Records Strategy (VERS) compliant. The VERS Standard is indicative of secure records management best practice.

#### **Does the offering use IDOL or Elastic search?**

The underlying product is Content Manager 10 technology, which can be setup with OpenText™ IDOL or Elastic.

#### **What are the geographical restrictions? Where will my data reside?**

There are no material restrictions in terms of region. This is a global arrangement and therefore the marketplace is global. Specifically, given that the technology stack involved is Microsoft Azure, anywhere Azure has a data center represents a geography where the SaaS offering can run.

When planning the implementation, we will discuss with the customer and cloud provider to determine the best location for performance and security. Redundancy is recommended to be in a separate cloud data-center as an extra level of mitigate in the unlikely event of a datacenter-wide incident.

#### **What level of certification does the product have?**

The OpenText partner, Citadel, is responsible for the certification and accreditation of the Azure-based environment. The platform is ISO/IEC 27001:2013 certified, and boasts over 90 compliance certifications, with over 50 specific to global regions and countries, including the US, the European Union, Germany, Australia, Japan, the United Kingdom, India, and China. The platform is also Microsoft certified for Azure cloud services. For specific customer or market requirements, such as FedRamp, please contact Micro Focus.

#### **How does it access work?**

For some system access and integrations, connection is required between your organization's physical network and Azure's virtual network, usually through the Internet. Azure ExpressRoute can be configured and used from the customer environment.

#### **What level of managed service can we expect?**

Service management aspects include the following:

- Service Breach Escalation
- Service Delivery Management
- Continual Service Improvement
- Monthly Service Reporting
- Quarterly Contract Performance Review

The underlying cloud environment is monitored 24x7 using proactive monitoring tools to capture metrics of various virtual machines, network devices, databases and Content Manager to benchmark and set Key Performance Indicators (KPIs). Should any of the monitored components fall outside of the set thresholds, an Alert is sent to the event management system, generating an incident ticket and Citadel's Service Desk then takes the desired action. These alerts are trapped and stored for reporting processes and measurement against SLA's for up to 12 months. These logs are available to customers at any time.

The environment includes processes to detect unauthorized changes.

### What access do OpenText and Service Providers get to customer data?

- The environment classifies and handles customer data in accordance with industry recognized security policies and procedures. As part of the ISO 27001 certification, all controls undergo audits to ensure compliance of personnel behavior, processes and policies.
- The environment ensures adherence to access management by enforcing strong separation of user permissions based on employee roles. Engineering and Support staff employ multi-factor authentication for remote access tasks.
- User role and access changes, including provisioning and de-provisioning of access rights, are managed in a timely manner as part of the change control system and procedures.
- In-application access controls are defined by the customer organization and are configured as part of their SaaS offering implementation.
- Microsoft Azure's Resource Groups and Availability Groups provide an industry-standard method of separating production and non-production infrastructure.

### How do you handle authentication?

- The solution integrates with your company identity management system. The underlying solution supports Active Directory Federation Services (ADFS) Authentication for both the Service Application Programming Interface (API) and Web Server access, with Content Manager as the software application on Microsoft Azure. A Relying Party Trust will be established between the solution and the organization's Microsoft ADFS server:
  - The Service API and Web server check every request for a valid session authentication token and if not included, the request is redirected to the organization's ADFS login page for the user to authenticate.
  - After successful authentication, the organization's ADFS server issues the user with a session token and redirects the user back to the Service API or the Web server.
  - This means that no response is given to any unauthenticated users except for a redirect to the organization's ADFS login page.
- This is a standard Microsoft architecture often used for Office 365 and other trusted third party Software-as-a-Service (SaaS) offerings. Further technical documentation on Active Directory Federation Services are available.
  - The hosted components are only be accessible through the organization's reverse proxy. Any users accessing the solution from a public network will first route-in through the reverse proxy, which will route traffic over the Virtual Private Network (VPN) to the hosted solution. This allows the solution to be protected by the organization's ADFS-aware reverse proxy from any unauthorized requests.

## Section 4. Performance and DR

### How does the platform scale to support data growth?

- The offering is built to optimize the current solution size with the ability to scale automatically as data grows, scaling at all layers of infrastructure. Utilizing an automatic metric based horizontal scaling, parameters can efficiently be tuned to provide optimal and cost effective system performance.
- Customers need not worry about document store running out of space, as the underlying cloud platform proactively monitors storage limits and reports metrics back to the organization for informed decision making and scaling.
- Additional data licenses are separately available for additional data requirements.

### How do you support a specific recovery time objective?

- The underlying cloud platform runs in geographically distributed datacenters. Each facility will run without interruption, and employs various measures to help protect operations from power failure, physical intrusion, and network outages. The datacenters comply with industry standards (such as ISO 27001) for physical security and availability. The datacenters are managed, monitored, and administered by operations personnel of the specific datacenters.
- The platform also provides multiple mechanisms for fault-tolerance within the environment, including the configuration of failover clusters, geo-redundant storage, and load balancing.
- Stringent Business Continuity practices are also in place as part of ISO 22301 certification.

### If I have other questions, what should I do?

We are happy to talk further—please contact your OpenText or OpenText partner representative.

Learn more at  
[www.microfocus.com/opentext](http://www.microfocus.com/opentext)

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[OpenText CEO Mark Barrenechea's blog](#)

