



Brochure

Content Manager Cloud

Flexible, Enterprise Content Management in the Cloud

opentext™

Cloud-Based, Secure Enterprise Content Management

Organizations require a robust, flexible and future proof enterprise content management (ECM) solution, while seeking to leverage the benefits of cloud computing.

Executive Summary

Manage information from creation to disposal, meet data privacy guidelines, and achieve information governance objectives with OpenText™ Content Manager Cloud. The proven and robust enterprise content management system provides your organization with unmatched flexibility, usability, and scalability.

The OpenText™ Content Manager product line has earned an enviable reputation after more than 30 years as a leading enterprise content management solution. It currently serves thousands of customers in the public and private sectors with around two million licensed users around the world.

Content Manager Cloud offers the same proven, robust product in a scalable, robust SaaS model that lowers the effort and cost of ownership and administration.

Building on Strength

Content Manager Cloud is a cloud-hosted, governance-based enterprise content management system designed to help government agencies, regulated industries and global organizations manage their business content from creation to disposal.

Few vendors can claim to understand enterprise content management the same way we do. Our history of technology in this sector starts as far back as the 1990s, and there are thousands of active customers globally, with around 1.8 million end users of the Content Manager product. Our technology incorporates our information management expertise into a holistic, enterprise-scale solution, providing document and records management, e-mail management, web content management, governance and administration, workflow and collaboration.



Content Manager Cloud brings the strength and heritage of the Content Manager product to customers in a more flexible, simpler usage model.

Heading to the Cloud

As both the commercial and government sectors start to recover from recent events, organizations of all kinds can ill afford to waste time, money and resources on non-critical tasks. The inexorable rise of cloud computing and “as a service” models offer potential opportunity for operational improvements. Those looking to reduce the total cost and effort in managing and administering critical IT systems, or looking to accelerate efficiencies in time-critical activities, are looking to cloud solutions to help achieve their objectives. Sixty-eight percent of CIOs in a recent [survey](#) ranked “migrating to the public cloud and/or expanding private cloud” as the top IT spending driver in 2020, up 20 points from a similar survey only six months earlier.



This market appetite includes core applications that manage business critical data, such as Enterprise Content Management (ECM) and Electronic Document and Records Management (EDRMS) solutions. For such technology, organizations are increasingly looking at deriving value from their critical data, while trying to minimize the cost and effort of managing or administering it.

Introducing Content Manager Cloud

Content Manager Cloud provides customers a one-stop cloud-based managed solution for content management

The solution combines a trusted platform for highly secure, managed SaaS solutions with OpenText™'s industry-leading SCM product—Content Manager. Together, the new offering provides robust, flexible



content management software in a SaaS model, providing the compliance and content oversight required, while reducing the total cost of ownership.

Content Manager Cloud comprises a fully functional instance of the Content Manager Select product, provided as a managed service, fully hosted on a secure, trusted cloud environment.

Trusted, Proven, Enterprise Content Management

Content Manager Cloud is a governance-based enterprise content management (ECM) system designed to help government agencies, regulated industries and global organizations manage their business-critical content from cradle to grave.

The Content Manager product line helps governments and organizations all over the world manage and protect information to maintain data privacy and regulatory compliance. Content Manager Cloud boasts the same comprehensive range of capabilities these organizations rely on.

Strengthen Data Governance—authorized access to mission-critical business information for compliance, productivity, and knowledge management.

Automate and Classify—automatically classify, categorize and store newly added information as part of your governance-based enterprise content management process.

Secure the Lifecycle—apply security, retention, and disposition policies automatically to content and records to help mitigate risk and support compliance initiatives.

Data Privacy Management—automated rules, classification, and workflow capabilities facilitate the easy search, review and management of critical business information to meet global, national, and state privacy regulations.

Improve Productivity—the easy to deploy zero-footprint interface supports key user functionality, including dynamic and advanced search, saved searches, integration with Microsoft 365 tooling, seamless check-in and check-out, tag and task, and report generation.

The product features the latest intuitive querying, flexible user types, performance improvements, OneDrive collaboration support, and enhanced user experience from the latest Content Manager release. With

Content Manager Cloud, the provision of future product updates, and administration of the environment, is part of the solution.

The Cloud-Based Service You Need

Content Manager Cloud includes a fully managed cloud-based, ISO27001-certified platform, which already supports tens of thousands of Content Manager users across commercial and government sectors.

Flexible Deployment Options

The underlying cloud-based platform¹ of Content Manager Cloud features a “multi-instance” architecture that delivers logical, single tenancy by isolating all customer data. An enterprise-grade cloud architecture, dedicated database and application set per customer instance ensures no combining of data or other forms of multi-tenancy. The solution comes in a range of instance types covering organizations requiring basic content management capability to complex customers who require mission critical performance and reliability.

Streamlined Upgrades

The platform is kept up to date with the latest versions of Content Manager, and our managed service gives you access to an accelerated workflow to test & upgrade your instance in a fraction of the time.

Proven Scalability

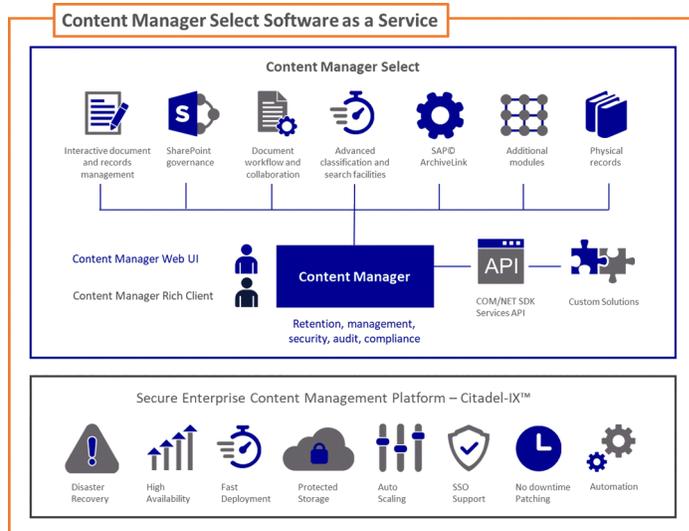
The design of the platform scales to support the largest enterprises in the world. It has been built and continually refined based on our experience with large enterprises that have hundreds of thousands of users, hundreds of millions of documents and records, thousands of different business processes—falling under dozens of different regulators.

Trusted Security and Compliance

The underlying platform employs a wide range of controls to safeguard customer data including encryption in transit and at rest. The platform undergoes rigorous security testing including external vulnerability research, threat-modelling, automated vulnerability scanning and regularly independent security audits. The environment 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. In addition, a dedicated Security Operation Centre operates 24x7 to protect customer information.

Industry Leading Availability and Continuity

The SaaS platform offers the highest levels of availability with multiple geographically diverse data centers, and fully automated disaster recovery systems, plus up to a 99.95% uptime service-level agreement (SLA) to offer customers complete peace of mind.



Product Details

Content Manager Cloud 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.

1. Content Manager Cloud uses the Azure-based Citadel-IX as the underlying cloud platform

All editions include the following²:

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

Additional user capacity and storage is available.



2. Further options are available. Please contact your OpenText representative with your requirements.

Benefits Summary

- **A foundation of success.** Content Manager Cloud shares as its foundation the proven, trusted Content Manager technology, in use at thousands of organizations worldwide, supporting nearly 2 million users.
- **Automatically refreshed.** 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.
- **Scaled to work for you.** Content Manager Cloud 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.
- **Commercially 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.
- **Robust and highly secure.** With ISO27001 certification, reliability and availability guarantees, a move to Content Manager Cloud means your critical data is in the safest hands.
- **Lower operational effort.** Establishing, managing and administering your own ECM takes time and effort. Content Manager Cloud includes ongoing instance administration to remove unwanted effort from your teams.

Focus on what really matters—the value of your data. Organizations are looking to focus on their core operations, not on the mechanics of managing them. Content Manager Cloud removes the hassle of the environment, and instead delivers the value.

Learn more at

www.microfocus.com/contentmanager

www.opentext.com

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